

NORTH SURREY DOMESTIC ABUSE SERVICE

JOB DESCRIPTION

POST TITLE	Service Manager
HOURS	35 hours per week
SALARY	Between £31,000 - £36,000 per annum for 35-hour week (dependent upon experience)
DURATION	12-month fixed term post, with the possibility of becoming a permanent position after that term
REPORTS TO	Chief Executive Officer
LOCATION	Walton-on-Thames, Surrey
HOLIDAY & PENSION	20 days holiday per annum plus paid Bank Holidays, increasing with each full year of service up to 30 days and option of enrolment in pension scheme

1. ACCOUNTABILITY

The post holder is accountable and will be supervised by the Chief Executive and work in partnership with the other Service Manager.

2. KEY AREA OF RESPONSIBILITY

To take responsibility for the daily running of the Adult and Children's Outreach Services and ensure that they function within the aims, principles and objectives of NSDAS.

3. GENERAL

- To strategically oversee the delivery of NSDAS' outreach services

- To ensure that outreach projects are managed effectively within budget and on time as well as meeting agreed outcomes and liaise with funding bodies to submit returns to them on time
- To ensure that achievements are evaluated in line with agreed targets and future objectives are set.
- To work with the Chief Executive and NSDAS team to ensure the effective running of the NSDAS Case Management System and capture of outcome and statistics required for evaluation of our work
- To ensure that NSDAS' services conform to best practice and to develop and implement policies as necessary
- To work with the Chief Executive to undertake consultation with experts by experience and encourage their participation in all aspects of NSDAS' work including future policy, practice and services
- To raise the profile of NSDAS and encourage multi-agency and joint working in response to domestic abuse so that inter-agency co-operation is seen as an integral part of the service provision
- To ensure that NSDAS continues to deliver & develop training and awareness raising services.
- Be aware at all times of the personal safety of NSDAS employees, volunteers and clients in line with NSDAS policies
- To attend meetings which are in the interests of NSDAS and the Service Manager position including travel for in-person meetings as required
- To keep abreast of legislation and policy which has a bearing on the needs of clients, employees and NSDAS' services
- Participate in the production of the NSDAS Annual Report in conjunction with the Chief Executive and senior management team

4. SAFEGUARDING ADULTS AND CHILDREN

- To keep up to date on Safeguarding Adult and Children procedures and ensure staff are kept up to date
- To support staff and volunteers on a daily basis with concerns around safeguarding adults and children in line with NSDAS policies
- To regularly review with staff all safeguarding concerns of adults and children involved with the service

5. MANAGING THE TEAM:

- From our offices, ensure the effective management, supervision and support of a team of 5 – 7 outreach staff including staff appraisals and performance management reviews

- To run face-to-face team meetings formally and regularly to encourage effective partnership working and avoid task duplication
- Ensuring all new staff receive induction training in line with NSDAS policies and encourage staff to undertake further training when required
- Ensure staff keep relevant records on clients and that these are updated as soon as possible after any contact regarding clients and review those case notes regularly to ensure safe and best practice

PERSON SPECIFICATION

ESSENTIAL SKILLS / EXPERIENCE:

- To work with integrity, honesty, kindness and compassion.
- A good standard of general education
- To have held a position of responsibility, including the management of personnel, projects, performance and budgets
- To hold knowledge of working with survivors of domestic abuse, or other disadvantaged or marginalised groups.
- An understanding of the importance of risk identification, assessment and management within domestic abuse.
- Highly skilled in making sound judgements in crisis and difficult situations
- To be able to support staff working within a challenging and complex area of work with an ability to look after yourself and the team reflecting a high level of resilience and self-awareness
- Excellent communication skills and the ability to work in a confidential manner with excellent negotiation and advisory skills, both written and verbal.
- Demonstrate the ability to listen, to communicate and to be non-judgmental.
- Experience of developing and delivering training and / or presentations
- To be able to draft concise reports, policies etc and accurately collate information
- Be able to work effectively and diplomatically with a range of different statutory agencies, voluntary organisations, groups and individuals.
- To demonstrate a commitment to equal opportunities, anti-racist practice and the philosophy of making services available to all sections of the community.
- A clean driving license and access to suitable transport
- To be willing to attend training courses and able to occasionally work flexible hours

- . Strong numerical skills to manage budgets and resources
- . Experience in creating clear and concise reports in a timely manner.
- . Confident in presenting the charity to a variety of audiences in multiple forums.

DESIRABLE:

- . Working knowledge of working in an environment that supports people who are experiencing / have experienced domestic abuse.
- . Knowledge of safeguarding adults and children policy and practice particularly with respect to domestic abuse
- . Some knowledge of welfare rights, housing law or family law
- . An understanding of the needs and challenges faced by the voluntary sector
- . Experience of preparing funding bids and securing and monitoring funds

Please note: This post is restricted to female applicants in accordance with Schedule 9 (part 1) of the Equality Act 201

IF you are interested in applying for this position please email a covering letter and your CV to ceo@nsdas.org.uk

Closing date: 31 May 2025.

We recognise the positive value of diversity, promoting equality and fairness, and challenging discrimination. We welcome our legal duties not to discriminate as a service provider and an employer. We aim to go beyond the narrow scope of legislative compliance and follow best practice, making equality, fairness and diversity a fundamental part of all our activities. We recognise people with different backgrounds, skills, attitudes and experiences bring fresh ideas and perceptions, and we wish to encourage and harness these differences to make our services more relevant and approachable.