



Job Description and Person Specification: Interim Services Manager

Hours of work	28-37 hours per week (ideally worked over 5 days) Frequent evening and weekend work for which time off in lieu is given
Grade/Salary	7B - £34,362 - £36,361
Benefits	28 days pro rata plus bank holidays
Contract type	Fixed term contract for 6-9 months
Responsible for	Line Management of four Project Leads including SEE Project Coordinator, Counselling and Groups Coordinator, ISVA Coordinator, and Listening Services Coordinator. Budget responsibility of £100,000 - £250,000
Accountable to	CEO
Location	East Oxford * with some travel in Oxfordshire
Job purpose	To oversee OSARCC’s Project delivery, supporting our Project Leads to deliver and develop services to meet the needs of survivors across Oxfordshire. As part of OSARCC’s Senior Management Team the post holder will be expected to produce high quality written progress reports, make evidence-based recommendations for growth; and ensure all delivery meets funder KPIs and budgets. The ideal candidate will be a dynamic, motivated woman who has excellent project management skills, and experience of leading teams. She will have strong experience of resource, people and service management, and a desire to contribute to a growing organisation working within a collective, feminist ethos.

*in light of COVID-19 all staff who can work from home, are doing so. This role will be home based for the foreseeable future, and then a home or office base will be negotiated with the post holder., It is expected that the post holder will attend regular team meetings etc, and so must be willing to travel to East Oxford.

Organisation background

Oxfordshire Sexual Abuse and Rape Crisis Centre (OSARCC) has been supporting and empowering survivors of sexual violence in Oxfordshire since 1979. Our feminist empowerment model understands sexual violence as both a cause and consequence of gender inequality and enables survivors to take control of their recovery in a person-

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centred way, improving mental and physical wellbeing, and raising future aspirations. We provide independent, free and confidential services in an environment where survivors can receive trauma-informed, specialist support from our experienced and friendly team of staff and volunteers.

OSARCC is currently undertaking a structural review looking at roles and functions within the organisation, and this role is therefore offered on a fixed term basis. However, we envision that a similar role at a Senior Management Team level will be offered on a permanent basis, and the post holder of this role would be welcomed to apply for this position once a decision is finalised.

Main responsibilities

OSARCC uses a system of ‘factors’ which help describe the different aspects and responsibilities of each role and assess the level at which the role operates. The section below outlines the main responsibilities of this role within each factor area. Please note this is not an exhaustive list of the tasks the post-holder may be expected to perform.

1. Responsibility

- Work with Project Leads across the organisation to ensure work is aligned to OSARCC’s strategic priorities and oversee regular business planning appropriate to role
- Develop appropriate work plans for support services in collaboration with appropriate staff/volunteers/Trustees
- Ensure service standards meet the requirements of external bodies such as the National Counselling Society, and Rape Crisis England and Wales National Service Standards
- Monitor progress towards targets, identifying areas where targets may not be met and implementing measures to address this, and ensuring all funder reporting is undertaken in a timely manner.
- To act as the lead contact for all safeguarding issues and ensure that the organisation operates a robust standard of care and diligence in relation to safeguarding procedures, including its work with vulnerable adults and children, working with the CEO and Safeguarding trustee lead as required and to act as an on call Designated Safeguarding Lead
- Lead the recruitment and HR processes for Project Lead positions and support Project Leads with their recruitment processes
- Ensure the smooth running of the centre including the health and safety of the workplace and overarching centre management
- To support the CEO/Development Manager with funding applications as appropriate
- Ensure OSARCC services are compliant with health and safety legislation
- To work with the CEO to ensure the smooth running of the centre to ensure OSARCC complies with charity/company law etc
- To lead on the development and review of service level policies, procedures and systems

2. Leadership

- Provide regular formal supervision and case management supervision to direct reports and ongoing informal support.
- Ensure direct reports are supported to set and meet individual targets and deadlines within their annual work plans in agreement with the CEO
- Identify gaps in service provision and highlight these to the CEO/Development Manager to inform funding applications
- Work with the Finance Manager to ensure funder reporting is completed, and to address any under/overspends within Project Budgets
- To support and work with Project Leads to produce high quality, well written reports to funders, Board of Trustees and other stakeholders as required
- To work as a member of OSARCC's Senior Management Team taking the lead on cross organisation system improvement
- To lead on OSARCC's MEL (monitoring, evaluation, and learning) plans, ensuring the feedback from survivors shapes and inform our work

3. Impact

- Work with OSARCC SMT and Project Leads to ensure all reporting is undertaken in an timely way.
- Use financial information to guide decision making around service delivery and funding needs to inform funding bids and strategic priorities.
- Support service leads to design, develop, and manage effective service delivery to survivors of sexual violence in line with the service specification and service user's needs in line with MEL frameworks
- Ensure all survivors receive a welcoming, safe service that is responsive to their individual needs
- Ensure ease of access for service users to evaluation and feedback processes, including complaints procedure, and ensure all complaints are responded to within the required timeframe

4. Working relationships and stakeholders

- Ensure service user involvement in the delivery, development, and ongoing evaluation of OSARCC's service through regular service user events and representation at every level of the organisation
- Attend regular OSARCC trustee meetings and leading on information relating to service use
- Be an 'external face' of OSARCC, representing the organisation in key fora in the CEO's absence, and in developing relationships with relevant agencies and individuals

5. Other

- Undertake relevant supervision and attend relevant training as required
- Support, promote and work in accordance with OSARCC values, policies, aims and objectives at all times
- Work towards reaching OSARCC’s vision for a world in which women and girls are free from the fear and experience of sexual violence and supported when it does occur.
- Carry out any other work or duties that are reasonably requested

Person Specification

Specification	Essential	Desirable
Knowledge (including education/qualifications)		
An excellent understanding of the impacts of sexual violence on individual survivors and the wider community and the support needs of women and girls who have experienced sexual violence	X	
Knowledge of managing multiple projects from various funding streams in a charity context	X	
Knowledge of child and vulnerable adult protection procedures and legislation	X	
Knowledge of charity law and legislation		X
An understanding of working in the voluntary sector/violence against women sector or similar field		X
Experience		
Positive, pro-active approach, with an ability to problem-solve and the drive to develop and implement new systems and processes as necessary.	X	
Experience of managing and evaluating support services within a voluntary, community, statutory or private social care setting, including experience of funder reporting	X	
Previous experience of managing people and teams including case management	X	
Excellent attention to detail and accuracy in all work with well-developed organisational and administrative ability, including proven success in setting up systems, keeping records and delivering reports to deadline and to a high standard.	X	
Previous experience of working/volunteering within the Rape Crisis/Violence Against Women and Girls sector		X
Skills		
Strong written and verbal communication skills including the ability to contribute to team discussion and planning	X	

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Experience of working with complex budgets (including budget creation, cash flow forecasting, and financial reporting for funders)		
Administration, record keeping and IT skills – use of internet systems, and Microsoft word	X	
Good presentation skills and confident public speaker	X	
Ability to cope with and contribute to a changing and developing organisation	X	
High degree of self-motivation and ability to work both independently and as part of a team	X	
General		
A firm commitment to improving the lives of women who have experienced sexual violence and to working within a feminist organisation	X	
Ability to maintain clear boundaries and confidential working practices and able to manage sensitive information with discretion	X	
Sensitivity to cultural differences, and the ability to work in a diverse setting	X	
Ability to work within the ethos of the Rape Crisis Movement and OSARCC's core values, and commitment to equal opportunities and anti-discriminatory practice	X	
Commitment to professional development and willingness to undertake training required for the role	X	

Equal opportunities

This post is restricted to women applicants only and is exempt under Schedule 9, part 1 of the Equality Act 2010.

OSARCC is an equal opportunities employer and is committed to promoting equality and social inclusion.

The recruitment monitoring section of the application form (which gives details of your sex, ethnic origin, date of birth and any disability) will be detached before the form reaches the Selection Committee. This information will not be made available to the Selection Committee. If you have indicated that you have a disability, the recruiting manager will be made aware of this to ensure that you are given an interview in an appropriate, accessible location. The information you provide on the recruitment monitoring section will be held in confidence by OSARCC and the details logged onto a confidential recruitment database. The information will be used for statistical purposes to enable OSARCC to carry out its equal opportunities monitoring obligations.

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Application information

Application is via our website <https://www.osarcc.org.uk/osarcc-is-recruiting-an-interim-services-manager/>

The closing date for applications is 5pm on 8th November 2020.

This role will involve a two stage interview process, stage one will be held on Monday 16th November and stage two will be held on Monday 23rd November. Interviews are expected to take place online.