# **Job description**

**Job title:** SSDM

**Service Area / Function:** Victims Services

**Job Location:** London

**Reporting to: Contract Manager**

**Responsible for:** Directly: xxxx

Indirectly: xxxx

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1. **Purpose of the job**

The purpose of this role is to ensure the provision of a range of project and core services in accordance with MOPAC and Local Authority funding, maintain effective relationships and formal partnerships across organisations and with key stakeholders, and promote and develop the services of Victim Support in order to meet service users’ needs

1. **Main responsibilities**

*Performance*

* Deliver excellent services which support the strategic goals of our contract partners and their service goals for victims and witnesses according to KPIs and within the terms and conditions of contract agreements.
* Produce high quality monitoring reports for commissioners, funders and the Contract Manager as and when requested.

*Leadership*

* To lead your team to provide excellent services which ensure we are meeting the needs of our service users

*Change, Challenge and Improvement*

* Drive continuous improvement initiatives and ensure opportunities to improve services are identified and acted upon.

*Managing People & Teamwork*

* Create a sense of shared purpose and an environment in which all team members feel valued and contribute towards achievement of Victim Support’s vision and the delivery of Victims Services.
* Ensure team members are provided with support and supervision in line with organisational policy.

*Project Work*

* Work at a strategic level with key partners, representing the interests of Victim Support as required
* Represent VS and be a voice for victims of crime on local, area and national groups/committees

1. **Tasks**

* Provide accurate and timely management information required by the contract partner (i.e. commissioner or funder) and/or Contract Manager
* Manage complaints and grievances made about employees to a satisfactory conclusion
* Any other tasks that you or Victim Support deem to be necessary to carry out the role in a sustainable and values-driven manner.

1. **Generic responsibilities**

* *Learning, Development and Training* - Renew and enhance direct report team skills and maintain own professional development.
* *Equality, Diversity and Inclusion* - Ensure all duties are carried out in a manner which promotes Victim Support’s equality, diversity and inclusion policies.
* *Health, Safety & Environment* - Promote a health and safety culture, observe all health and safety rules and procedures and complete training courses, as required.
* *Data Protection* - Ensure that essential information of a sensitive and/or personal nature is not disclosed to, or discussed with, inappropriate persons and that all information is maintained in accordance with the Data Protection Act.
* *Other Duties* - Undertake any other duties as required and which are commensurate with the management level of the SSDM role..

**5 Key Deliverables – Measures of success**

* Delivery of Victims Services within time, budget and quality to the required contract standards
* Achievements of objectives as defined in annual performance review

1. **Travel**

* Regular travel may be required throughout the contract area to meet the needs of the service and to fulfil the role. There will also be a need for travel outside of the contract area to meet the demands of the role and for training.

1. **Unsocial Hours**

There may be an occasional need to work outside core hours and at the weekend to meet the demands of the role.

*This job description serves to illustrate the type and scope of the duties currently required for the above post and to provide an indication of the required level of responsibility. It is not a comprehensive or exclusive list and duties may be varied from time to time, they will not however change the general character of the job or the level of responsibility entailed.*

# Person Specification

**Job title:** Senior Service Delivery Manager

**Service Area / Function:** Victims Services

**Job Location:** London

1. **Knowledge and Experience**

* A proven track record of successful delivery of services within Victim Support or an organisation of comparable scope and complexity
* A proven track record of producing positive outcomes for service users
* Experience and knowledge of voluntary and statutory agencies, particularly in the criminal justice, health and social care sector
* Strong understanding of budget management
* Knowledge and understanding of government policy related to service delivery and development for a large national charity such as Victim Support
* Leading, managing and implementing change management processes
* Knowledge and understanding of safeguarding and other regulatory requirements relevant to a national charity
* Experience of providing DV services (desirable)

1. **Skills and Abilities**

* Proactive, innovative and effective manager, able to secure high levels of performance, motivation, commitment, teamwork, collaboration and trust from colleagues
* Able to manage a demanding work load and balance numerous demands both effectively and efficiently
* Ability to work effectively and collaboratively with partner agencies in order to enhance service delivery
* Ability to identify potential new areas of work and/or funding streams
* Personal commitment to the delivery of VS corporate strategy and able to demonstrate and articulate its connection to service delivery and to the activities of staff and volunteers
* Provide leadership, communications and action which will exemplify the organisation’s values, sense of purpose and commitment to ensure equality of opportunity and inclusion

1. **Special Conditions**

* Will be able to travel anywhere within the locality as required

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| **Key Skills** |  |
| **Leadership and management** of a team of staff and volunteers that may be geographically dispersed. Particular focus on performance management |  |
| **Contract management** – understanding of contract terms and delivery of contract requirements, delivering and exceeding commissioners expectations, anticipating and proactively suggesting change and improvement |  |
| **Partnership Development** – identifying appropriate organisations and opportunities for joint work and bidding, understanding of principles of due diligence, promotion of partnerships and local leadership of alliances of other smaller organisations |  |
| Production and analysis of **performance/management information** – ability to interpret quantitative and qualitative data and use it to report to funders and improve services |  |
| **Budget and financial management –** ability to develop sustainable budgets for services and manage income and expenditure across services |  |
| **Service delivery/operational management** – understanding of good service design and ability to deliver and develop high quality services |  |
| **Knowledge of the CJS and advice and support services and relevant government policy –** ability to talk with authority to funders and stakeholders and to keep abreast of external policy trends and understand their relevance for local service delivery |  |