

**Role Outline: Director of Service Delivery**

This post will report to the CEO. This role will be responsible for the management of Refuge's varied and demanding frontline service delivery, with the exception of the National Domestic Abuse Helpline, and will manage this large, geographically dispersed department.

Key Accountabilities:

- Managing the Heads of Operations and to ensure high quality delivery of Refuge's frontline services.
- Ensuring the frontline teams are managed, motivated and developed to ensure the highest standards of support to survivors.
- Taking responsibility for the operationalisation of Refuge's policies and practice in relation to safeguarding, risk management, health & safety and GDPR across all frontline services other than NDAH
- Ensuring that all frontline staff are trained in and use the IMPACT case management system
- Working with the Director of Assurance & Performance Management to ensure effective reporting against agreed KPIs, with clear exception reporting is in place, against the Service Delivery departments operational plan and budget
- Working with the Director of Strategic Development to support tendering to both retain and expand Refuge's frontline service portfolio
- Working with the Directors of Fundraising and Communications & External Affairs to raise public awareness of domestic abuse and to raise funds to consolidate and extend Refuge's services
- Leading, motivating and developing team members to achieve service and organisational objectives
- Working effectively with the Chief Executive and other members of the senior management team to contribute to organisation wide policy, strategy and management
- It is essential that the post holder is able to respond flexibly to changes in the requirements of this post. This job description is therefore a guide and not an exhaustive list of all responsibilities the post holder may have over time.

Experience, Knowledge, Skills and Personal Qualities:

- Significant experience of leadership in the field of domestic abuse
- Demonstrable experience of running a large strategic business unit or department
- Knowledge of safeguarding adults and children and relevant government policy
- Knowledge of civil and criminal remedies that are relevant to Refuge's services
- Experience of leading and directing in crisis situations where there is a risk to the safety of staff and service users
- Evidence of developing, implementing and monitoring standards of performance against operational targets
- An ability to think strategically and translate strategies into achievable goals
- Ability to think creatively and generate innovative solutions to changing priorities
- Sound judgement and decision-making skills
- Well-developed risk analysis and corporate risk management skills
- Excellent verbal and written communication skills and strong interpersonal skills
- An interest in and commitment to the long-term success and development of Refuge
- A commitment to follow the policies, procedures and philosophical principles of Refuge and a strong commitment to feminism, empowerment, support and equality which underpin all of the work undertaken by Refuge
- There is a genuine occupational requirement for the postholder to be female.