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| Role Profile |

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| **Job title** | Regional Development Manager |
| Hours | Full - Time (37.5 hours per week) |
| Reporting to | Chief Executive |
| Job Purpose  * To provide effective team leadership in line with agreed organisational vision and the strategic direction/objectives set out by Calan DVS Executive Board. * To manage the development of comprehensive, high quality, accessible and holistic support to families accessing Calan DVS services. * To hold overall responsibility for the day to day operations of their areas of responsibility. * To ensure service excellence is achieved and maintained through all operational contracts and that client experiences are consistently monitored and evaluated, and any corrective actions taken. * To develop and maintain the most effective relationships with commissioners, funders and stakeholders, ensuring that their expectations and requirements are met. * To deputise for the Chief Executive as and when required. | |
| Key Accountabilities | |
| **Strategy**   * To monitor, evaluate and report on the impact of the project. * Lead the development and implementation of organisational strategies. * Lead the continuous improvement of the client experience in all of Calan DVS’ services through ensuring effective monitoring and evaluation and through the creation of an evaluative environment which focuses on outcomes and impact. * Advise the Chief Executive, Leadership and Support Team (LAST) and the Executive Board on matters relating to legal obligations, changes to policy and good practice measures, and changing requirements of funders across your areas of responsibility. * To keep the Chief Executive, and other relevant staff up to date on all project delivery issues through regular internal briefings. * Lead the development of new services in support of the business plan and proactively identify new opportunities that fit Calan DVS’ strategic vision and plan. * To support service providers to measure and evidence their outcomes to local commissioners and position themselves as the expert bodies supporting those affected by domestic abuse. * To actively contribute to the development of organisational budgets and to monitor and manage these effectively. * To identify sources of funding to develop and sustain services and to make successful bids / applications / and/or Tenders as appropriate. * To liaise with the Chief Executive and Finance Manager in relation to the development and submission of all funding applications / bids / tenders. * To support local specialist providers to develop partnership approaches to commissioning and tendering processes in order to secure the survival of unique specialist organisations. * To identify and analyse developments in law, policy and practice that may have an impact on commissioning practice and the sustainability of members’ services. | |
| **Leadership & Management**   * To lead and motivate colleagues, creating an environment and culture which attracts, inspires, and retains high quality people. * Provide line management, supervision and support to your direct reports managers. * Organise and lead regular meetings to ensure strong internal communication, organisational cohesion, and excellent service delivery across all our projects. * To support services in ensuring the provision of high quality services through the use of appropriate quality frameworks. * To ensure that the recruitment, induction, leadership, management, appraisal, training, and development of staff are directed to achieving the objects of the organisation, and each service. | |
| **Development**   * The scope of this role involves opportunity for creativity and innovation within existing policies, strategic direction and relevant regulatory frameworks and the opportunity to implement or influence changes in service provision. * In conjunction with beneficiaries, colleagues, and other stakeholders develop project proposals to support the expansion of current services and the development of new services. * To ensure that appropriate business plans and budgets are in place to support proposals. * Identify and manage opportunities for change in a proactive and positive way to secure organisational and service improvements. | |
| **Performance**   * Lead, role model, and demonstrate commitment to the values and vision of Calan DVS. * To contribute to team meetings and organisational priorities, and to participate in supervision and other line management meetings * To take direction on projects and priorities from your line manager, which may vary from time to time. * To assist in the delivery of conferences or events organised by Women’s Aid, if required. * Lead, motivate and develop a team, providing support, guidance and performance management to ensure we meet our vision. * Ensure all managers within your team provide effective leadership and appropriate supervision in line with our policies and funding requirements. * Lead the strategic implementation of reporting and recording mechanisms, ensuring the appropriate flow of information through the organisation as well as to funders and commissioners. * Ensure Calan DVS successfully complies with all audit and funding requirements. * Ensure that services are monitored and evaluated comprehensively and reviewed in line with audit and funding requirements. * Lead and monitor the implementation and further development of Calan DVS’ Quality Management systems * Lead and develop initiatives that strive for continuous improvement. * Lead consultations and task and finish groups in support of service development and organisational excellence as required. * Provide regular reports to the Chief Executive and Executive Board detailing progress against the business plan and other strategic initiatives. * Attend Executive Board meetings as a member of the Leadership and Support Team to present reports and participate in decision making processes. | |
| **Compliance**   * Ensure all reporting requirements of funders and commissioners are met in full. * Ensure appropriate financial control and probity is exercised, specifically across Operational services. * To ensure that effective management processes and procedures are in place for each of the organisations’ services. * Ensure full compliance with relevant safeguarding requirements * Hold overall responsibility for ensuring successful start up of new initiatives and services. * To further develop systems, processes, policies and procedures to ensure that Calan DVS demonstrates quality and best practice. | |
| **Relationships and Representation**   * To develop, maintain, and manage positive internal relationships. * To develop, maintain, and manage constructive professional relationships with external partners, stakeholders, and/or funders. * To represent the organisation at key external meetings, public events, conferences and similar ensuring that Calan DVS’ reputation is protected and enhanced. * Attend external networking events appropriate to strategic development and developing and maintaining commissioner / funder relationships. * To proactively identify opportunities to influence policy and/or develop and lead campaigns at a local and national level. | |
| **Diversity and Equality**   * To proactively ensure Calan DVS activities are carried out in accordance with organisational strategy, legislation and best practice in terms of Diversity and Equality. | |
| **Health & Safety**   * To proactively ensure that relevant Health and Safety legislative requirements are met within their area of responsibility. * Ensuring the Health & Safety of clients, visitors and staff in accordance with the Health and Safety Policy. * To establish and manage working practices to ensure staff are work at all times in a safe and efficient manner. * Establish and manage Lone Working Policy / Health and Safety Policy and Procedures. * Manage the Risk Assessment processes for their area of responsibility. * Ensuring ongoing risk assessments and monitoring are conducted. * To comply with the Employee H&S Handbook with specific reference to duties/responsibilities of Regional Development Manager. | |
| **General**   * To maintain clear and adequate records of work done and to produce reports on work programmes and activities as required by management. * Adopt a flexible approach to fulfilling the job description and person specification which may involve weekend and evening work and interface with the on call system for major incidents or times of escalating urgency. * Oversee and ensure the maintenance of accurate recording systems utilising the Calan DVS IT systems and ensuring that database monitoring requirements are met * Work within Calan DVS Codes of Practice. * Maintain confidentiality in relation to service users, employees, volunteers and projects * Participate in relevant training and opportunities to increase and develop knowledge in consultation * Promote public awareness of the work of Women’s Aid and Domestic Abuse issues. * Ensure that all work is conducted to the highest professional standards and complies with Calan DVS Policies, Procedures and Codes of Practice. * Keep up to date with relevant legislation, local strategies, policies and procedures. * Assist with organising and take part in promotional, educational and funding activities as required. * Ensure that all activities are within Calan DVS budgets. * Work flexibly which may include weekend and evening work. * Maintain confidentiality in relation to service users, staff and projects. * To undertake any other duties as required by the Chief Executive or Trustees. | |
| *This job description is indicative of the range of current duties and responsibilities of the post, it is not comprehensive. It is inevitable that the duties will change as the role develops, and it is essential, therefore, that it should be regarded with a degree of flexibility, so that changing needs and circumstances can be met, all changes will be discussed fully.* | |

You will be able to demonstrate the following key knowledge, skills, behaviours and experience:

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| Personal Specification |

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| **ESSENTIAL**   * Degree in related field and/or relevant professional qualification. * Relevant Management / Leadership Qualification. * Evidence of a commitment to on-going professional development (CPD). * Minimum of 3 years working in a senior leadership role with financial, commercial, service delivery andmanagement/leadership expertise at a senior level public or third sector environment. * Proven experience of managing people and teams effectively. * Experience of developing, planning and managing services. * Experience of leading change. * Experience of developing, monitoring and reporting on budgets. * Experience of successful funding applications. * Experience of collaboration, partnership working and relationship development. * Experience of implementing and reporting outcomes related monitoring, data collection and evaluation systems. * Experience of working with quality management systems. * Ability to conceive, plan and implement new project proposals to develop services. * Understanding of legislation applicable to sector including employment and funding. * Excellent knowledge of leadership and management concepts and practices * Knowledge of quality management systems / principles. * Knowledge of equal opportunities, policy and practice. * Competency in Information Technology including internet and software packages. * Commitment to Calan DVS’ mission, vision and values. * Leadership qualities. * Openness, honesty, integrity and credibility. * Energy and vision. * Creativity and Innovation. * Problem Solving. * The post holder will be required to meet the requirements for a satisfactory enhanced CRB Check. * Excellent verbal and written communication skills. * Excellent interpersonal skills. * Commitment & experience of self-development and the development of others. * Emotional intelligence. * Non judgemental. * Ability to work well under pressure and prioritise and manage work effectively for self and others. * Ability to represent the organisation professionally at a local, regional and national level. * Willingness to work flexible patterns, including evenings and weekends. * Ability to meet the travel requirements of the role. * Ability to lead and work as part of a team. |
| **DESIRABLE**   * Qualification or training in domestic abuse. * H&S qualification. * Experience of working with vulnerable people. * Experience of working in a domestic abuse related discipline. * Knowledge of relevant funding streams. * Ability to speak Welsh. * Knowledge and understanding of the issues associated with domestic abuse and its effects on both adults, and children & young people. * Knowledge/ understanding of human rights and children’s rights. * Knowledge/ understanding of relevant legislation concerning adults, children and young people. * Knowledge/ understanding of policy and legislation on child protection and protection of vulnerable adults. |