

JOB DESCRIPTION

Director of Development and External Affairs

Our mission at Victim Support Scotland is to ensure that those affected by crime receive high quality support that will help them to recover from their experiences and that support is provided in ways that suit victims and witnesses' needs. We want victims and witnesses to be at the heart of everything we do so they have improved health and well-being, feel safer, more secure, and informed and that we are an effective organisation, that makes a lasting difference. We aim to do this by adhering to our own organisational values of being supportive, striving for excellence and offering personalised and accessible services and these are reflected in the behaviours expected of all staff and volunteers.

Reporting to:	Chief Executive Officer (CEO)
Pay Band:	8
Base:	Central Belt – VSS premises (travel throughout Scotland will be required)
Direct line report:	<ul style="list-style-type: none"> • Head of Communications & External Affairs • Head of Research and Data Insight • Head of Income Generation and Business Partnerships
Job Purpose	
<p>Our vision for VSS is a truly person-centred organisation that meets the needs of all victims and witnesses, and uses its evidence and insight to influence stakeholders to develop and deliver best practice in supporting victims and witnesses of crime across the justice system. This role is critical to that vision, leading the organisation's work in policy development, communications, research and evidence, stakeholder engagement and fundraising.</p> <p>As a member of the Executive Leadership Team (ELT) and reporting into the Chief Executive Officer you will lead on building our strategy, communications, policy, research, evaluation, and impact function, ensuring our work is informed by evidence, data and insights.</p> <p>You will provide professional and people leadership, giving direction and support to all staff within your areas of responsibility. As a leader within the Corporate Leadership Team (CLT), you have a wider leadership responsibility to engage with, and support positively, all organisational initiatives.</p> <p>Working with the Chief Executive and Executive Leadership Team, you will work on strategic and operational issues facing Victim Support Scotland, providing key direction and expertise for the organisation. You will deputise for the CEO as and when required.</p>	
Key Accountabilities	
<p>ORGANISATIONAL LEADERSHIP</p> <ul style="list-style-type: none"> - Support the Chief Executive to deliver VSS's vision and mission. - As a member of the Executive Leadership Team, work collaboratively with the Chief Executive and ELT colleagues on strategic and operational issues to realise our vision and deliver our ambitious strategy. - Act as an organisational expert, providing key direction and expertise for the wider organisation with particular reference to policy development, communications, research and evidence, participation and stakeholder engagement, and income generation. - Lead and inspire your direct reports: Head of Communications & External Affairs, Head of Income Generation and Head of Research and Data Insight to develop and deliver their respective strand strategies, reporting to the Board of Trustees as required. - Ensure Victim Support Scotland communicates effectively with its key stakeholders through a wide range of channels including digital media, events, and other channels as appropriate - Within your areas of responsibility, ensure compliance with all related policies and procedures and provide additional management cover as requested when necessary. 	

STRATEGY & IMPACT

- Work closely with the CEO and Executive Leadership Team to ensure that an ambitious and innovative new Strategic Plan is effectively developed, implemented, and then embedded across the organisation.
- In collaboration with the CEO and ELT colleagues, ensure that innovative strategy development approaches are taken that keep Victim Support Scotland at the cutting edge of strategic and systems thinking.
- Lead the management of strategic reviews, planning processes, and impact analysis.
- Develop the business development and planning capabilities across the organisation to identify new areas of growth and innovation to inform future income generation opportunities.
- Develop and oversee the effective use of data dashboards that drive organisational effectiveness and insights.
- Work with the Executive Leadership Team to ensure the right platforms, systems, processes and resources are in place to successfully deliver on the strategy, problem solving where there are blockers to progression.
- Work with the Executive Leadership Team to ensure that we deliver on our goal to be a truly data driven, evidence-based organisation.

EXTERNAL AFFAIRS

- Develop and implement a sector leading external-facing corporate communications and public affairs strategy, building influential and impactful relationships with government, funding agencies and other charity and media partners.
- Develop a small high-performing team responsible for VSS's overall brand, internal and external communications, PR and media engagement, corporate and public affairs, policy, parliamentary, stakeholder engagement and governance.
- Develop and implement an effective communications strategy that supports VSS's strategic objectives internally and externally.
- Lead and establish VSS's multi-channel corporate communications strategy to develop VSS's profile and ensure VSS maintains its position as the leading national charity for victims and witnesses of crime.
- Develop VSS's media presence and profile, including strategic crisis communications planning and execution, and associated reputation management
- Develop and implement a stakeholder management strategy that supports VSS's strategic objectives in policy and practice development across justice landscape.
- Lead the development, delivery and communication of priority national level strategic partnerships, alliances and campaigns.
- Develop close working and effective partnerships to ensure VSS has a high profile and attracts funding that leads to benefits for victims and witnesses.
- Work closely with the Scottish Government, stakeholders, and external partners to achieve VSS's strategic objectives.
- Where appropriate, and as required by the CEO, act as a spokesperson for VSS.

RESEARCH AND EVALUATION

- Lead the management of strategic reviews, planning processes, and impact analysis.
- Develop a research and evaluation function that builds the evidence base establishing Victim Support Scotland as a leading voice on the needs of victims and witnesses affected by crime.
- Ensure our evidence and insights are based on service user engagement and reflect their needs and priorities.
- Develop and implement a research and insights strategy that uses VSS evidence to influence and shape policy and practice across the justice landscape.
- Oversee and lead a range of projects including evaluation and learning projects, and investigative research on key issues affecting victims and witnesses affected by crime.
- Ensure that all impact and evidence activities undertaken in the name of Victim Support Scotland are of a consistently high quality and adhere to the highest codes of practice.
- Identify, analyse, and synthesise data necessary for effective strategic planning and robust, right-sized measurement across our work.
- Lead on the data collection and management across the organisation; responsible for analysing and feeding back insights from responses, to strengthen our work and inform other sectors about the impact of justice system on victims of crime.
- Lead on organisational level reporting; providing research, data and service user insight to support strategic and operational decision making.

- Develop, manage and commission internal and external research and evaluation into the impact of Victim Support Scotland's work on the wider justice sector.

PARTICIPATION AND ENGAGEMENT

- Develop, and instil, a culture of victim and witness first service provision across all areas of service delivery, leading and supporting the development of participative approaches across the organisation.
- Lead and develop our programme of service user engagement, embedding participative approaches across the organisation, and ensuring all our work is informed by victims and witnesses' voices.

INCOME GENERATION

- Lead responsibility for income generation strategy as well as the fundraising and income generation functions to diversify funding base and maximise income generation and impact.

LEADERSHIP AND TEAM DEVELOPMENT

- Responsible for the professional development of all staff in the Development and External Affairs Directorate, empowering staff to develop and achieve their objectives through appropriate motivation, learning and development and support.
- Enable a team learning culture that promotes collaboration, innovation, proactivity, and responsibility.
- Through your decisions, actions, behaviours, and compliance with VSS values become a role model for all staff within your area of responsibility and across the organisation, including volunteers.

BUDGET MANAGEMENT

- Responsible for the management and oversight of a significant organisational budget.
- Ensure the development and execution of the department's strategy is financially sustainable.

This is not an exhaustive list of duties and responsibilities you may be required to undertake any other duties and reasonable requests that are in keeping with the nature of this role.

Director of Development and External Affairs

KEY REQUIREMENTS			
1	Qualifications		EVIDENCED
	<ul style="list-style-type: none"> A relevant management qualification at degree level or equivalent and significant experience working at a Director or other senior management level. 	E	Application
	<ul style="list-style-type: none"> Proven track record in strategic planning and management aligned to the requirements of the post. 	E	Application
	<ul style="list-style-type: none"> Evidence of commitment to continuing professional development. 	D	Application
2	Skills / Abilities		
	<ul style="list-style-type: none"> An ability to translate strategy into delivery and an ability to understand and respond to the operational and capability requirements needed at all levels of the organisation to ensure the successful delivery of strategy 	E	Application
	<ul style="list-style-type: none"> Influencing and stakeholder management skills at senior level across Scotland 		
	<ul style="list-style-type: none"> Ability to work collaboratively to achieve change 		
	<ul style="list-style-type: none"> Media experience 		
	<ul style="list-style-type: none"> Understanding of user-centred design, participation and engagement 		
	<ul style="list-style-type: none"> Proven track record of leading high performing teams. Staff and team management skills required include planning, organising, delegating, appraising and staff development. 	E	Application
	<ul style="list-style-type: none"> Strong approach to performance management with the ability to define and measure outcome of success 	E	Application
	<ul style="list-style-type: none"> The communicative skills to convey vision, ideas and goals, and be able to produce high-end reports and publications appropriate to the senior leadership and governance contexts in which the Director works. 	E	Application
	<ul style="list-style-type: none"> Able to deliver on developing priorities and responsibilities 	E	Application
3	Experience		
	<ul style="list-style-type: none"> Experience of working effectively at a senior level, influencing and advising on policy and strategy. 	E	Application
	<ul style="list-style-type: none"> Experience of managing effective communications internally and externally 		
	<ul style="list-style-type: none"> Experience in delivering project management and organisational business planning. 	E	Application
	<ul style="list-style-type: none"> Proven experience of effective strategic thinking, detailed planning and the ability to delivery long-term objectives 	E	Application
	<ul style="list-style-type: none"> Experience of effective collaboration and partnership working with a variety of stakeholders to influence change 	E	Application
	<ul style="list-style-type: none"> Experience of managing employee relations, including managing absence, disciplinary, grievances, and sickness absences. 	E	Application
	<ul style="list-style-type: none"> Proven experience of commissioning and quality-assuring papers and reports 	E	Application
4	Knowledge		
	<ul style="list-style-type: none"> Knowledge of criminal justice and/or charitable sector in Scotland. 	D	Application
	<ul style="list-style-type: none"> Can demonstrate a depth of proven experience in utilising range of strategy development theories. 	E	Application
	<ul style="list-style-type: none"> Technically proficient in applied research evaluation and impact measurement. 	E	Application
5	Personal Qualities		
	<ul style="list-style-type: none"> Comfortable working in partnership with CEO, Executive Leadership Team, and Board level. 	E	Application
	<ul style="list-style-type: none"> Proven excellence in the management of varied teams, and leading and 	E	Application

	supporting them to achieve goals		
	<ul style="list-style-type: none"> A strong commitment to equality, diversity and inclusivity 	E	Application

In order to apply please submit your CV and Supporting Statement to jobs@victimsupportsco.org.uk
It is important that your Supporting Statement can provide evidence against ALL of the key requirements of the position and which are listed above.