

JOB DESCRIPTION

Head of Service Delivery (Glasgow, West and South West)

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. 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.

Job Purpose

As a member of the Corporate Leadership Team (CLT) and reporting directly to the Director of Service Delivery, you will be responsible for delivering, implementing and evaluating the delivery of services in your area.

Working collaboratively as part of a team you will be responsible for ensuring that VSS's strategic objectives are being implemented and will have a key role in developing future strategies and business planning to ensure that the needs of victims and witnesses are being met.

You will have responsibility for managing staff and volunteers, ensuring that they are supported, knowledgeable and capable to deliver services that meet service users' needs.

Key Accountabilities

The role has overall responsibility:

- To provide leadership on the implementation of VSS's strategic objectives as they relate to your area of responsibility.
- To be responsible for all aspects of service delivery management in your area.
- To be responsible for the line management and performance of all staff and volunteers including recruitment and selection, induction, learning & development, performance management, disciplinary and absence process as required.
- To be responsible for workforce planning across your area of responsibility.
- To be responsible for monitoring and evaluating performance, identifying areas for improvement and learning.
- To implement evidence-based outcomes to measure the strategic performance for service users.
- To undertake regular budget monitoring, compliance and forecasting of all services within your area of responsibility.

- To be responsible for the development and implementation of new and existing services, including the implementation of new initiatives.
- To develop and maintain partnerships with your area of responsibility to benefit the support offered to service users.
- To contribute to the development of the Annual Business Plan and ensure delivery in line with the agreed KPIs.
- To work towards and be supportive of the achievement of quality kite marks such as Investor in People/Investor in Diversity.
- To oversee the management of complaints within your area of responsibility, acting as Investigation Manager as required, ensuring complaints are dealt with promptly, satisfactorily and resolution found where possible. Ensure that any learning from the process is shared and implemented appropriately.
- To participate in and work collaboratively with HR colleagues and others in the management of disciplinary and grievance procedures. Ensuring that all employees relations issues are managed robustly, promptly and sensitively, adhering to VSS policies, procedures and values.
- To promote and be a role model for the adoption of Digital and IT Strategy across your areas of responsibility.
- To be responsible for statutory and governance reporting and compliance in your area of responsibility.
- To be responsible for ensuring Health & Safety compliance and reporting in your area of responsibility and undertake liaison with VSS' competent person as and when required.
- To produce business critical information to inform partnership working and new business opportunities, ensuring the confidentiality of all data and business information, and that information is collected and used in line with GDPR, current data protection legislation and VSS's policies and procedures.
- To ensure you are fully trained in safeguarding guidance and ensure compliance for all staff in your area of responsibility.
- As required by the Director of Service Delivery, develop, implement, and ensure the maintenance of agreed practice standards.
- To be responsible for estates management within your area of responsibility and liaise with the Head of Finance accordingly.
- To provide regular reporting to the Director of Service Delivery and ELT as required.
- Within your areas of responsibility, ensure compliance with all related policies and procedures and provide additional management cover as requested when necessary.
- As required, review and develop policies and procedures to meet the needs of service delivery.

Communication Skills and Representing the Organisation

Internal: Executive Board, ELT, CLT, Heads of Functions and all VSS Staff and volunteers

External: Victims and witnesses of crime, Scottish Government, Stakeholders, Partners, Other Agencies and Professionals, Media.

- Building relationships with external partners to a high level.
- Meeting the needs of demanding stakeholders internal and external.
- Routinely using interpersonal skills to communicate decisions including challenging and difficult messages.
- Dealing with sensitive and contentious information.
- Communicating to a range of non-specialist audiences.

Sessional Workers

- Working in collaboration with other Head(s) of Service Delivery to:
- Undertake work force planning to ensure that all teams across service delivery have the resources required to effectively deliver services.
- Provide management and support for the sessional workers across Scotland in collaboration with the other Heads of Service.

Safeguarding Lead (delete if SOP Lead)

- Provide leadership and support to the Service Delivery team, and across VSS, to ensure a high quality, responsive safeguarding function, in accordance with statutory responsibilities and VSS Safeguarding policies and procedures.
- Monitoring compliance and accountability within the VSS team.
- Develop, coordinate and run learning and development in relation to safeguarding.
- Develop relationships with external partners in relation to safeguarding.

Standard Operations Processes Lead (delete if Safeguarding Lead)

- Provide leadership and support to the Service Delivery team, and across VSS to ensure a high quality, responsive for the standardisation of the service delivery model, guidance and processes across Scotland.
- Monitoring accountability within the VSS team.
- Develop, coordinate and run learning and development in relation to following the standard operation processes and guidance in service delivery.
- Develop internal relationships with colleagues in relation to service delivery.

Behaviours and Values

- Lead teams through a process of continuous improvement to ensure that VSS best meets the needs of people impacted by crime.
- Embed an inclusive coaching culture within your areas of responsibility that upholds the values of VSS.

- Provide clear, well-founded and impartial advice and interpretation of complex situations.
- Be a role model, showing energetic, determined, positive, robust and resilient leadership with an ability to inspire confidence and respect and exemplify high standards of conduct for all staff and volunteers.
- Adopt a flexible leadership style, able to move through visioning to implementation, through collaboration/ consultation to challenge as appropriate and able to give and receive constructive feedback.
- To be a role model in the promotion of service user engagement and involvement in VSS.
- At all times role model, the behaviours, principles and values of VSS.

Additional Duties

- To lead on specific projects and/or short life working groups as required to develop and improve service delivery.
- Other duties that may be required by the Director of Service Delivery, ELT, CEO and/or Board of Trustees.

KEY REQUIREMENTS		
1.	Qualifications	EVIDENCE
	Educated to degree level or above (relevant discipline or equivalent experience)?	E
	Evidence of Continuing Professional Development	E
2.	Skills / Abilities	
	Proven project management skills	D
	Excellent written and presentation skills	E
	Negotiation skills	D
	Demonstrate digital approaches to your area of work	E
	Ability to develop effective internal and external relationships and networks that enable the understanding and delivery of broad organisational goals	E
	Effective leadership style, able to build confidence and motivate and improve performance	E
	Ability to plan and organise a complex workload with shifting deadlines in order to meet specific targets, ensuring quality output	E
	Ability to think in innovative ways and skilled at problem solving	E
	Strong and demonstrable customer focus	E
	Ability to deliver stretching objectives through effective prioritisation, and efficient use of resources	E
	Ability to deliver change using range of influencing, negotiation, facilitation and process skills	E
	Analytical skills – must be able to understand, collect, analyse, report and present data	E
	Ability to prepare, manage and monitor budgets	E
	Excellent verbal and written communications skills, along with the ability and confidence to provide advice and guidance to build positive working relationships	E
	First class communication and customer service skills, with the ability to develop long term business relationships and networks	E
3.	Experience	
	Substantial experience at manager level in operational/service delivery	E
	Experience of managing employee relations, including managing absence, disciplinary, grievances, and sickness absences	
	Proven track record of successful tendering and procurement practices	E
	Experience of service design and re-design approaches	E
	Proven skills in influencing, communication and working collaboratively; building professional networks to enhance organisation profile	E
	Experience of strategic project development, through innovation and effective leadership resulting in increased flexibility and improvements	E

	Experience of volunteer model of service delivery	D	
4.	Knowledge		
	Working knowledge of the voluntary/charitable sector in Scotland	D	
	Knowledge of VSS and the work we undertake	D	
	Excellent working knowledge of partnerships.	E	
	C Excellent understanding of GDPR legislation and practice.	D	
	Comprehensive knowledge of legislation relating to Safeguarding and the implementation of best practice.	E	
5.	Behaviours		
	Highly self-motivated with effective leadership style and a self-managing “can do” attitude	E	
	Determination and willingness to take on new challenges and responsibilities	E	
	Willing to challenge stereotyping, prejudice, discrimination and bias	E	
	Ability to cope with rapid and sustained change and competing demands	E	
	Results focused	E	
	Honesty and integrity	E	
	Strong approach to performance management with the ability to define and measure outcomes of success	E	
	Strategic thinker, able to deliver a vision of the future organisation	E	
	Willing to be flexible in working hours and able to travel as required	E	