



Llinell Gymorth Live Fear  
Byw Heb Ofn Free Helpline

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**Cymorth i Ferched Cymru**  
**Welsh Women's Aid**

Rhoi Merched a Phlant yn Gyntaf  
Putting Women & Children First

October 2023

Dear Applicant,

**Re: Head of Services and Survivor Engagement**

Thank you for the interest you have shown in the above post and in joining Welsh Women's Aid. For more information about our work, please see below or visit our website: [www.welshwomensaid.org.uk](http://www.welshwomensaid.org.uk).

This document includes:

- Detailed Job description, key tasks, and person specification (pg. 2 -4)
- Working at WWA (pg. 5-6)
- Recruitment process
- WWA Values, vision, and mission.

**Closing date: 19<sup>th</sup> November 2023**

**Interviews: 5<sup>th</sup> December 2023**

Yours faithfully,

Emily Watson  
**HR & Workforce Wellbeing Manager**  
**Welsh Women's Aid**

Esme Livingston  
**Business Support Manager**  
**Welsh Women's Aid**

Pendragon House, Caxton Place | Pentwyn, Cardiff | CF23 8XE

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Welsh Women's Aid is a registered charity in England and Wales, No. 1140962  
and a company limited by guarantee registered in England and Wales, No. 07483469



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## Head of Services and Survivor Engagement

- £39,571.00 - £42,614.00 (NJC PO4) per annum
- 37.5 hours per week
- Permanent contract
- Hybrid working from our Cardiff office.
- Regular paid travel across Wales and occasional travel further afield in line with the requirements of the role.

**Closing date: 19<sup>th</sup> November 2023**

**Interview date: 5<sup>th</sup> December 2023**

### **Brief job description:**

The successful candidate will be a member of the senior management team, and manage the Live Fear Free Helpline, survivor engagement and membership/services development teams and lead delivery of the teams' workplans.

They will provide leadership and management in all areas of services and survivor engagement, communications, quality standards, research, and service development. Responsibility includes strategic direction of the team, ensuring participation and development of members and stakeholders in line with Welsh Women's Aid strategy, and contributing towards deliver of the senior management team priorities.

### **Person Specification**

This post is open to women only ***under the Equality Act 2010 pursuant to Schedule 9, Part 1***, this includes applicants with lived experience of being a woman. We value diversity and are committed to ensuring that our organisation is an inclusive place to work.

Do you have:

- A minimum of 2 years' experience delivering services in specialist violence against women organisations at a strategic senior management level?
- A minimum of 2 years' experience of people management?
- Evidence of delivering on organisational projects & objectives in a challenging environment.
- Experience of working with service users.

Do you have knowledge of:

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- Violence against women, domestic abuse & sexual violence services & their delivery in an ethical and equitable framework.
- Strong understanding of the current political context, infrastructure, and commissioning processes in Wales.

Are you:

- Excellent at written and verbal communication, with the ability to negotiate effectively to achieve objectives and maintain good working relationships.
- Able to plan and manage a complex workload, meet deadlines, problem-solve, and respond to unplanned demands using a proactive and positive approach.
- Committed to upholding WWA values, vision and mission including an anti-discriminatory, equal opportunities and intersectional approach to all areas of work.

### Job Details: Key Tasks

#### Services and survivor engagement management and leadership

- Oversee the delivery of the membership and supporter recruitment and retention strategy, aligned with plans for supporter growth, ensuring the teams develop and maintain effective membership and supporter processes.
- Oversee work programmes that strengthen the sector's response to people who face multiple disadvantage and barriers to accessing help and support.
- Ensure appropriate capacity building opportunities are provided for Welsh Women's Aid member services, including delivery of National Quality Service Standards, service development toolkits and guidance, and external bespoke support as requested by members.
- Lead on the development of research, guidance and toolkits related to violence against women prevention, protection, and support, including proving robust evidence of the impact of specialist services for women, children, and men (survivors and perpetrators).
- Champion high quality and evidence-based services and delivery models and best practice interventions, amongst members and other agencies, and with funders.
- Oversee the management, development, delivery, and evaluation of a high-quality national helpline service for survivors of sexual violence, domestic abuse and violence against women and girls.
- Lead on the development and evaluation, and oversee delivery, of survivor involvement and engagement, to ensure this informs WWA work and creation of a national engagement framework,
- Advise on community development and survivor engagement models, contributing to prevention work and 'Change that Lasts' activities, in association with other managers.
- Contribute to ensuring Welsh Women's Aid key messages are communicated with a wide variety of partners and the wider public including through the digital media, blogs, website editorials, video, and audio content.
- Contribute to funding and tender applications for services development and business growth opportunities.
- Oversee partnership working initiatives related to funded projects and joint working arrangements.

### Line management

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- Carry out management, supervision, appraisal, and development of staff to ensure that organisational objectives are translated into individual workplans with clear and realisable targets which are regularly monitored and reviewed.
- Work with other senior managers to ensure individual and team workplans align with and do not duplicate operational plans for other teams and services, promoting joint working across teams to meet strategic objectives and targets wherever possible.
- Respond to staffing issues, including disciplinary and grievance issues, as appropriate or requested in accordance with guidance from HR.
- Role model continuous learning and self-development, building a strong culture of continuous development and knowledge sharing.
- Work with other managers to ensure services are statutory, legally, and contractually compliant, and adhere to national service standards and accreditation frameworks.
- Manage budgets and hold lead responsibility for working within confines of the budget.
- Contribute to out of hours on call arrangements in association with relevant managers and senior managers as required.
- Uphold a commitment to staff wellbeing.

### Strategic management and planning

- Participate in the work of the senior management team to develop, deliver, and review a strategic and planned work programme for Welsh Women's Aid.
- Develop team plans, in furtherance of strategic outcomes and priorities and the attainment of funded delivery plans and fundraising targets. Ensure these are translated into individual work plans for each team member that are regularly monitored and reviewed.
- Contribute to the preparation of the strategic plan and annual business delivery plan, with targets for each team, to monitor and evaluate the success of those targets on an annual cycle.
- Ensure efficient and effective external communication, information flows and foster co-operation between staff, members, stakeholders, and supporters.
- Work with senior managers to identify operational risks to the organisation and manage these through risk management plans and strategies, as directed.
- Keep up to date with relevant developments in legislation, service development, accreditation, policy, and best practice, to help drive service improvements for Welsh Women's Aid and the violence against women, domestic abuse, and sexual violence specialist services sector.
- Build positive, constructive professional relationships with external stakeholders in order to promote Welsh Women's Aid, our members, and the sector.
- Manage the effective and timely distribution of management information and the production of relevant reports to management, Trustees, members, funders, and stakeholders.

### General responsibilities

- Consistent and accurate inter and cross team communication regarding key projects and tasks to reduce duplication and increase collaboration.
- Ensure Welsh Women's Aid works within relevant legal and regulatory frameworks with a particular focus on safeguarding, health and safety, data protection, equal opportunities, and quality assurance frameworks, undertaking risk assessments for activities as needed.

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- Ensure Welsh Women's Aid delivers best practice in promoting intersectionality and achieving equality and diversity across all services and functions.
- Take direction on projects and priorities from your line manager, which may vary from time to time.
- Responsible for undertaking any other duties appropriate to the post.

### Working at WWA

In addition to a competitive salary, most of our roles can access the following:

**Flexible working:** We believe in a healthy work-life balance, and in our staff having the ability to manage their own time. So, whether it's the school run, doctor's appointments, or you're just an early riser, where the role allows you to, we believe in flexible hours. You can choose when you work – you can carry out your contracted hours between the hours of 7am – 7pm with our core working hours being 10am – 3pm.

**Job shares:** Interested in a role, but can't commit to the hours advertised? Contact us to discuss it further. We're open to job shares if it helps us find the right people for the job.

**Hybrid working:** Where the requirements of the role allow, choose where you work – from one of our offices, from home, or a mixture of the two.

**Choose how you work:** We trust our employees to use their own judgement, initiative, and skills to deliver their roles, with access to support and guidance when needed.

### Health & wellbeing:

- Free optician check-ups
- Access to our 24-hour counselling and advice helpline
- in person/online counselling and CBT sessions
- Clinical supervision sessions to support you in delivering your role.
- Regular team catch ups (virtual and in person) to get to know colleagues and for peer support.
- Opportunities to join internal working groups to have your say in the development of WWA, such as our Intersectional Action Group where we discuss and take forward activities to further develop WWA as an inclusive workplace.
- An opportunity to variety of org wide social groups like our book club, knit and natter or even our annual Pumpkin Competition (which we take very, very seriously!).

**Pension:** 6% employer pension contribution following completion of a 6-month probation period.

**Time off:** 25 days annual leave allowance, plus bank holidays, plus Christmas Eve, as well as access to paid family leave and compassionate leave for when life doesn't go to plan.

### Personal Learning & Development:

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WWA supports staff in identifying and pursuing opportunities to attend or undertake training and personal development opportunities. This can include, but is not limited to, training courses, conferences, access to learning materials and secondments.

## Recruitment Process

### Applying for a job with Welsh Women's Aid

Diversity, equity, and inclusion is at the heart of our recruitment process, as a result we use a person-centred approach. This means we do not use CVs in our application process. Instead, we believe in hiring the right person with the right skills, something not always reflected in a CV. Our application process aims to give you a chance to tell us about previous experiences and current skills that match our essential criteria for the role.

Before you fill in the application form look at the person specification (pg. 2) and decide how to relate your skills, knowledge, and experience to each point. We believe in the value of transferrable skills, so if you've got previous experience that demonstrates a skill, knowledge or understanding in the person specification tell us about it! It doesn't have to be previous paid work either, it could be a volunteer opportunity, a community commitment or even responsibilities or duties you have picked up in the home.

To be considered for an interview you will need to tell us how your skills, knowledge and experience match the essential criteria from the knowledge.

### Ways to apply for a role at Welsh Women's Aid

There are 3 different ways you can apply for one of our open roles:

- By completing an online application form using the links on our website [here](#). Before you start, you can [view a list of all of the questions that you will need to answer](#).
- OR click [here to download an MS Word version of the application](#) and submit it by email. It is also included in this job pack.
- OR request a paper copy by emailing [recruitment@welshwomensaid.org.uk](mailto:recruitment@welshwomensaid.org.uk).

### Shortlisting

After the closing date, the application forms are considered very carefully to see how each person's skills and experience relate to the skills and experience in the person specification. Applicants who best meet these requirements are shortlisted for interview. Applications are anonymized prior to shortlisting to reduce bias and only the relevant sections are seen by the shortlisting panel. Whilst we have an equal opportunities form

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included in our application process this is not seen by the panel and is merely used to inform our recruitment reports. {privacy notice here}

### Interviews

The interview panel is normally made up of two or three people who ask each candidate questions covering the relevant criteria, to allow you to expand on your application and show how you meet the essential requirements of the post. Depending on the role, you may be asked to complete a task/presentation either at or before the interview. You will have the opportunity to ask questions about the job and about working at Welsh Women's Aid at the end of the interview.

Panel members keep a record of their assessment of each applicant so that the reasons for their decision are clear and consistent.

### Feedback

If you are unsuccessful and feel that feedback on your interview would be helpful in applying for other jobs, please contact us at [recruitment@welshwomensaid.org.uk](mailto:recruitment@welshwomensaid.org.uk) and a member of our recruitment team will arrange this for you.

Due to the nature of the work we undertake, working for WWA is a rewarding but potentially challenging environment. Our HR and Recruitment team are available if you would like to have an informal chat about the role or if you have specific accessibility requirements you want to discuss with a member of our recruitment team, you can call us on 02920 541551 or send an email requesting a call-back to [recruitment@welshwomensaid.org.uk](mailto:recruitment@welshwomensaid.org.uk).

## Our vision and purpose

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We want a world in which women and children live free from domestic abuse, sexual violence, and all forms of violence against women, and by doing so achieve independence, freedom, and liberation from oppression.

## Our values and approach

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Welsh Women's Aid is a feminist organisation, and our values are founded on commitments to human rights, anti-discrimination, and freedom from oppression. We endorse global evidence that violence against women, domestic abuse and sexual violence is gendered, a cause and consequence of the unequal position of women and girls in society, a violation of human rights, and is entirely preventable.

Our approach is founded on the following value-base:

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***We are feminist and value diversity of lived experiences*** – we amplify diverse voices, recognising that identities and life experience impact on experiences of abuse and access to support, safety, and justice. We advocate ending violence against women and girls alongside the liberation of all women and girls from multiple oppressions like sexism, racism, classism, homophobia, ageism, ableism, transphobia, to attain social justice for all.

***We promote integrity*** – we are accountable, and place survivors' voices and their lived experiences central to our work. We encourage respect, transparency and learning from experience, we challenge misuse of power and promote social responsibility in all we do.

***We collaborate*** – we work with survivors, specialist services, other organisations, individuals, and communities, to capacity-build services and to evidence and deliver what works in preventing violence against women, domestic abuse, and sexual violence.

***We empower*** – we advocate a rights-based approach so that all women and children can achieve their full potential, and we promote services led by and for women/minoritised groups as being vital to meeting needs and to achieving social, economic, and political liberation from patriarchy, racism, and other oppressions.

***We transform*** – we are committed to challenging inequalities and discrimination, to combining high-quality services with activism for social change, and building a movement that ends violence against women and girls and liberates women and girls from multiple and intersecting oppressions to benefit everyone.

Our values and approach underpin our work nationally and that of our members. We are committed to building Change That Lasts which supports survivors of all forms of violence against women, and their children, to build resilience, and leads to independence through a strengths-based, needs-led, trauma informed approach to all of our work. To read about our values, mission, and approach in more detail or the Change That lasts model head to our website.

[Vision, mission & values: Welsh Women's Aid \(welshwomensaid.org.uk\)](https://welshwomensaid.org.uk)

[Change That Lasts: Welsh Women's Aid \(welshwomensaid.org.uk\)](https://welshwomensaid.org.uk)

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