



## **West Wales Domestic Abuse Service Chief Executive Officer**

### **Background to this position**

West Wales Domestic Abuse Service (WWDAS) provides a free, confidential service throughout Ceredigion to anybody experiencing domestic abuse regardless of their age, race, gender, sexual orientation or financial circumstances. Our staff are both passionate about their work and determined to make a positive difference, practical and emotionally, to the lives of those we support. We seek to empower and enhance the agency of those who approach us for support. WWDAS prides itself on its successful partnership working, which has recently led to the charity also offering some services in the north of Pembrokeshire. Our service includes specific projects to support older people who suffer abuse and children and young people who are affected by domestic abuse.

WWDAS is a member of Welsh Women's Aid (WWA) and has a strong regional and national presence in Wales. The charity has an excellent reputation for high-quality service delivery and has recently gained an award under the National Quality Service Standards in Wales (awarded by WWA) and the Safe Lives Leading Lights accreditation. In recent years the excellence of the work delivered by the staff at WWDAS has been recognised through a number of awards; for example, WWDAS won the Supporting Survivors Award in the Promoting Independence Awards in 2018 and were runners up in the GSK Impact Awards in 2024, proving that we excel in improving people's health and well-being.

WWDAS operates its Ceredigion services from two main sites, one in Aberystwyth and one in Cardigan (we also have a presence in the northern part of Pembrokeshire). In each base we have our own building from which our staff support survivors. In 2024, we were proud to open our new premises in Cardigan with a state-of-the-art interior design configured to provide a relaxing working environment and to maximise the physical and emotional support we can offer to our service users. As well as the usual space for the delivery of group work, each site also offers one-to-one spaces and low stimulation areas, including sensory support. Each building is configured to be safe and welcoming and to enhance our respectful and trauma-informed working practices. In Cardigan, we also have a relaxing and productive Community Garden which supports service users and facilitates inter-generational relationships within the community. For more information and for our annual report please see: <https://westwalesdas.org.uk/> and <https://westwalesdas.org.uk/the-difference-we-make/>

At the end of July our present CEO is moving on to new challenges. We are now seeking a CEO with passion, vision and expertise to lead the organisation into the next stage of our development.

In particular, this will involve engaging with service users, staff, trustees, partner organisations and stakeholders to hone and deliver our strategic plan and conduct an options appraisal on how we can strengthen strategic and operational effectiveness and ensure continued financial sustainability. Our goal is to ensure survivors across Ceredigion (and Northern Pembrokeshire) continue to receive high quality, needs-led, strengths-based and gender responsive services, working in partnerships with other regional providers where necessary to achieve this.

The successful candidate will have senior management experience, preferably in the violence against women/domestic abuse sector, and proven leadership, strategic and operational planning expertise with extensive experience of staff management and financial responsibility. WWDAS is committed to following Equality and Diversity. On an offer of appointment, eligible staff will be expected to complete an enhanced DBS disclosure and supply us with references.



## Chief Executive Officer

### Job description & Person Specification

<b>Salary</b>	Between £46,176 - £48,100.
<b>Contract</b>	<i>We are seeking a full-time CEO to lead the organisation into the future.</i>
<b>Location of office base</b>	Based in the Aberystwyth office, the CEO will also be expected to travel to the Cardigan office and across the region as needed.
<b>Responsible to</b>	WWDAS Board of Trustees
<b>Responsible for</b>	The effective operation of the organisation including the Senior Management Team and, through them, all WWDAS staff and volunteers
<b>Role purpose</b>	<ul style="list-style-type: none"> <li>▪ In conjunction with trustees staff and stakeholders, to review and deliver the organisation's future strategic direction and business plan, ensuring that this effectively delivers the charitable objects, mission and values of WWDAS.</li> <li>▪ To be responsible for the effective leadership, management, development and operation of WWDAS services.</li> <li>▪ To ensure a professional, cohesive joined-up approach throughout the organisation, across all programmes and sites to maximise the</li> </ul>

	<p>effectiveness of the .</p> <ul style="list-style-type: none"> <li>▪ To engender positive, professional and respectful relationships between staff members and put in place aspects to ensure staff well-being.</li> <li>▪ To maximise WWDAS income and ensure the financial viability of WWDAS; the effective use of staffing, property and financial resources to achieve high quality services for survivors.</li> <li>▪ To establish and maintain key strategic relationships regionally and nationally, working with violence against women and sexual violence specialist services and other stakeholders to deliver regional priorities, whilst maintaining WWDAS's position regionally as being at the forefront of good practice in responding to domestic abuse.</li> </ul>
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*This post is open to female applicants only as being female is deemed to be a genuine occupational requirement under Schedule 9, Paragraph 1 of the Equality Act 2010.*

### **Monitoring and Evaluation of the Post**

The performance of the post holder will be monitored through supervision and appraisal by the Board of Trustees.

### **General Information and Conditions of Service**

- 25 days holiday per year, plus statutory holidays and, after the 6 month probationary period, Your birthday.
- WWDAS contributes a sum equivalent to 6% of the annual salary to the company auto enrolment pension scheme subject to employee eligibility.
- Overtime is unpaid; time in lieu is to be taken, in consultation with the Chairs of the Trustee Board.

### **Summary of Job description:**

#### ***Governance:***

- Be responsible for reporting to the Board of Trustees on the charity's progress and on all matters relating to the discharge of its responsibilities, directly and from relevant managers.
- Work with the Chair and Trustees to ensure compliance with the charity Code of Governance, and that the organisation meets its constitutional, regulatory and legal obligations.
- Support the Chairs ensuring the continued engagement and involvement of all members of the Board, and support the Board of Trustees in their delivery of annual and longer term priorities and work plans.
- Support the Board of Trustees to ensure the organisation remains aligned to its guiding principles and values.

#### ***Strategic review:***

- To be responsible to the Board for the implementation of the strategic plan.
- To advise and work with the Board, staff, service users and other stakeholders to review, develop and deliver the strategic direction of WWDAS and its services in the region.
- To ensure the appropriate recruitment, development and deployment of managers, staff and volunteers to deliver contract requirements and operational plans.

- To be responsible to the Board for the overall financial health of the organisation; ensuring that the Board is kept fully aware of all significant financial management, human resources and strategic delivery issues.
- To work with the Board to review and strengthen governance arrangements ensuring Trustees have sufficient information and capacity to enable them to govern effectively.
- To work with the Board, staff and service users to develop, maintain and communicate the vision and values of WWDAS to the wider community and to external organisations.

### ***Operational management:***

- Lead, develop and support staff, ensuring supervision and support is delivered to maximise performance and deliver quality services
- Be responsible for ensuring structures and systems internally are fit for purpose to implement the charity's strategy and to foster an effective organisational culture that delivers within WWDAS's values framework.
- Be responsible for the internal and external communications to all stakeholders, whilst safeguarding the charity's reputation.
- To maintain delivery in line with National Quality Service Standards and with Safe Lives Leading Lights awards and ensure adherence with legislative and policy requirements as well as striving to take account of ever-changing needs of our communities.

### ***Financial, resources and contracts management and fundraising:***

- On behalf of the Board, to ensure the financial health, robustness and viability of the charity in accordance with the agreed business objectives and plans, reporting to the Board on all matters relating to budgets and financial management.
- To maximise the organisation's income through fundraising and bid writing to sustainably deliver the charity's strategic priorities.
- To oversee delivery against annual budgets and to control, monitor and evaluate the financial resources, delegating responsibility in accordance with established procedures.
- To provide leadership and management for staff teams and oversee the effective delivery of WWDAS contracts and service level agreements to the highest standard and to maintain relationships with both funders and partners.
- To ensure there is effective and efficient administration and business support.

### ***Partnerships:***

- To maintain and develop strategic relationships with other partner agencies and prepare WWDAS for future commissioning arrangements.
- To actively promote, develop and maintain relationships with existing and potential funders and other statutory bodies, regional service providers and other stakeholders.
- To explore and develop strategic partnerships with regional providers in the specialist sector, for the benefit of survivors and to sustain delivery of WWDAS objects.
- To actively promote, develop and maintain relationships with national service providers/agencies and membership organisations e.g. Welsh Women's Aid.

### ***General:***

At all times to protect the safety and security of service users, staff, volunteers and buildings, and the confidentiality of records and other information.

- To ensure that all business risk assessments are thoroughly prepared, and advise the Board as appropriate of compliance issues relating to Company and Charity Law.
- To ensure all equality, safeguarding and health and safety requirements are fulfilled.

- To ensure clear and adequate records of work done are maintained, and to produce reports on work programmes and activities as required by the Board of Trustees.
- Be responsible for personal learning and development and keep up to date on research, relevant legislation, policy and practice, and other literature and knowledge relevant to the role.
- Attend supervision, training and meetings as required, and assist in the development of services in line with agreed development plans.
- Take direction on projects and priorities from the Board of Trustees, which may vary from time to time.
- Work within the values, policy and practices of West Wales Domestic Abuse Service.
- Ensure WWDAS complies with the law and best practice in respect of data protection for manual and computerised records, health and safety regulations, and equality and diversity requirements in all aspects of our work.
- To be responsible for undertaking any other duties appropriate to the post as directed by the Board of Trustees.

*No job description can cover every aspect of the post and the post-holder is expected to carry out additional duties and responsibilities according to the needs of the organisation.*

### **Person specification – CEO**

The following appointment criteria will apply to this post.

<p><b>Skills and experience</b></p>	<ul style="list-style-type: none"> <li>▪ Highly professional with integrity, resilience, drive and evident enthusiasm for the work of the charity</li> <li>▪ Ability to manage change and work effectively in a complex and changing climate</li> <li>▪ Consultative, influential, adaptable and inspiring in a leadership role</li> <li>▪ Experience of strategic planning and options appraisal to maximize delivery against objects and mission, in partnership with key stakeholders and survivors</li> <li>▪ Strong governance and management experience, especially experience of financial management, income diversification and fundraising</li> <li>▪ Ability to communicate and negotiate effectively, orally and in writing, with a wide range of stakeholders</li> <li>▪ Ability to motivate staff teams and provide clear management and professional leadership, developing teams with strong values and effective service provision</li> <li>▪ Ability to manage the gathering and interpretation of information and data for reporting and to inform management decisions</li> <li>▪ Proven track-record in relationship building with stakeholders, services, survivors and funders</li> <li>▪ Strong negotiation, influencing and communication skills</li> <li>▪ IT skills</li> <li>▪ Ability to evidence impact and to work cooperatively with the Board of Trustees</li> </ul>
<p><b>Knowledge</b></p>	<ul style="list-style-type: none"> <li>▪ Sound knowledge and understanding of the context within which domestic abuse charities operate in West Wales and nationally</li> <li>▪ Excellent understanding of safeguarding and experience of how safeguarding procedures are used in the domestic abuse sphere</li> <li>▪ Sound knowledge of Government and other statutory bodies' policies and</li> </ul>

	<p>procedure relating to domestic violence and abuse</p> <ul style="list-style-type: none"> <li>▪ Good knowledge of domestic abuse and violence against women and children within a human rights framework and of how best to ensure the rights of women, children and any other survivors of such abuse and violence are central to all decision-making</li> <li>▪ Desirable: Understanding of the particular Welsh legal, practice and political context in relation to DA and to women more generally</li> <li>▪ Knowledge, understanding and empathy of WWDAS's vision, ethos and values</li> <li>▪ Knowledge of the legal and statutory requirements for charities and companies</li> <li>▪ Deep understanding of anti-discriminatory practice and equal opportunities, and a strong commitment to ensure these ideals are applied to all areas of work and throughout the organisation.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>▪ A minimum of 3 years strategic leadership in the charitable sector or equivalent and/or leading on domestic abuse/violence against women prevention</li> <li>▪ Proven track record of success in managing, developing and maintaining services, promoting equality and diversity and of gender-responsive solutions to domestic abuse</li> <li>▪ Direct experience of leading and motivating teams, staff management, dealing with human resource issues and developing teams within a strong values framework</li> <li>▪ Proven track record in change management, negotiating successfully with stakeholders and developing good relations with funders</li> <li>▪ Experience of engaging with survivors of domestic abuse to inform strategic planning and organisational review</li> <li>▪ Proven track record in relationship-building within teams and with stakeholders, services, survivors and funders</li> </ul>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>▪ Relevant degree, professional qualifications or equivalent professional experience</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>▪ Ability and willingness to travel. The applicant needs a car and a current driving licence</li> <li>▪ Attendance at evening meetings and weekend events as required</li> <li>▪ Recognition of the importance of Welsh language and culture</li> <li>▪ Desirable: Ability to communicate in both Welsh and English</li> </ul>

## How to apply

To apply for this position, please send us:

1. A comprehensive CV;
2. A supporting statement which fully addresses the appointment criteria in the person specification above.

Please ensure that you have included your telephone contact numbers, postal address and email as well as any dates and times when you will not be available for interview or might have difficulty with the recruitment timetable.

You should give the names, positions, organisations and email and telephone contact details of two referees, one of whom should be your current or most recent employer.

References will only be taken up once your express permission has been granted.

Interviews will be held in the first week of August with a view to the post-holder taking up this position as soon as possible.

Completed CVs and supporting statements should be emailed to **WWDAS.Trustees@gmail.com**.

If you would like to have an informal discussion about the role, please e-mail **WWDAS.Trustees@gmail.com** to arrange a telephone meeting with either Helen or Kate, joint chairs of the WWDAS Board of Trustees.