

Head of Operations of Redress Scotland

1. Overview

For decades, children in residential care in Scotland were failed by those entrusted to look after them. Scotland is taking steps to face up to those failing by establishing a financial redress scheme for survivors of historical child abuse in care.

While nothing can ever make up for the suffering survivors have endured, financial redress can provide acknowledgement and recognition of the harm done. The national redress scheme will offer a non-adversarial alternative route to justice and access to support and apology.

To deliver this, the Scottish Government has supported the creation of a new 'non-departmental public body' entitled Redress Scotland. This body will assess and make decisions on applications from survivors (and in some cases next of kin) seeking redress. Redress Scotland will be entirely independent of the Scottish Government.

Redress Scotland is primarily a decision-making body. It will not process applications, provide support to applicants or arrange payments. In order to make best use of public resources, all administrative aspects of the national scheme will instead be carried out by Scottish Government without impinging on the independence of Redress Scotland's decision-making.

Johnny Gwynne has been appointed as the Chair of Redress Scotland, and Joanna McCreadie as the Chief Executive. Panel Member recruitment has commenced, with the expectation that appointments will be made by the end of October. Work has begun on setting up Redress Scotland as a non departmental public body and to ensure that the organisation can support decision-making panels when the redress scheme opens for applications.

The Scottish Government has committed to opening the scheme as soon as possible, by December 2021 at the latest. The scheme will remain open to applications for a period of whichever is the longer of five years, or two years following the publication by the Scottish Child Abuse Inquiry of its final report. There is, however, a potential for the opening period to be extended beyond this.

More information about how the scheme will operate is available on the Scottish Government's website [here](#). Detailed information about the status, powers and functions of Redress Scotland are also set out in the [Redress for Survivors \(Historical Child Abuse in Care\) \(Scotland\) Act 2021](#) and accompanying documents.

2. Head of Operations

Position: Head of Operations

Organisation: Redress Scotland

Location: Scotland, Central Belt (likely to be Falkirk)

Salary: £64,698-£74,675 per annum + pension + holiday + flexible remote working

Closing date: 12.00 noon on Monday 25th October 2021

Redress Scotland is a brand new organisation operating at the heart of a sensitive, challenging and complex area. The Head of Operations is therefore expected to provide strong, responsive and compassionate leadership from the outset, helping to create a trauma-informed organisation which inspires the confidence of the survivor community. A commitment to treat all applicants with dignity, respect and compassion is enshrined in legislation.

The Head of Operations is responsible for leading the daily operation and oversight of the organisation.

This will include coordinating the internal work across teams, supporting the effective decision-making of panel members in relation to applications for redress. Leadership and management of a team of administrators and specialists is a critical part of the role.

The Head of Operations will contribute to the development of quality assurance and improvement strategy and implement a total quality management framework with the Chief Executive. The role includes responsibility for a number of the functions of Redress Scotland, specifically administration, records management and confidentiality and data protection.

The Head of Operations will develop positive external relations, representing the public body to a high standard and building the trust and confidence of survivors.

The post holder will have or develop an in-depth knowledge of trauma and will be able to apply this to the operations of the organisation.

You will be required to:

- Work as a part of a senior management team, taking a flexible approach to the work and seeking and implementing solutions to challenges and problems, including deputising for the chief executive in their absence.
- Develop and implement organisational plans, services, policies, procedures and processes, identify and take action to mitigate risk, ensuring that our values of compassion, dignity and respect are embedded in everything we do.
- Driving Redress Scotland to increase the effectiveness of our services; identify and implement continuous improvement; contribute to the design and delivery of a quality improvement framework; analyse and interpret data; support the delivery of a wellbeing framework for employees and members; and contribute to the overall development of the organisation.

- Ensure that Redress Scotland embeds trauma informed approaches and practices, including supporting the engagement, participation and influencing work of survivors and people with lived experience.
- Contribute to the development and delivery of positive media narratives about the work of Redress Scotland, working with external advisors and the chief executive on communications with survivors and external stakeholders.
- Ensure that data is held and handled securely, that we have high standards of professionalism in relation to confidentiality, comply with GDPR and respond to FOI requests, working closely with the senior management team.

Person Specification

Essential Criteria:

1. Proven experience of providing strong leadership to create a working environment which is values based with respect, dignity and compassion woven through the culture and behaviour of the organisation and which demonstrates a commitment to equality and diversity.

The ability to lead confidently and persuasively, working collaboratively to design and introduce new or improved services, plans, systems or policies and delivering results through the wider team activities.

2. Expertise on managing daily operations to result in the delivery of an effective resilient and quality service.

The ability to lead, manage and coordinate the performance of small multifunctional teams such as the administration team, role modelling a continuous improvement and quality focused approach and engaging with specialists and external advisors as required. You should have experience and knowledge of working in complex and sensitive operations, with a proven ability to deliver a values based approach.

3. Proven excellent communication skills both written and verbal

The ability to communicate with a variety of service users, media, local or national government, and range of external stakeholders establishing and sustaining their confidence, meeting their varied needs and being able to explain and summarise sensitive information and complex problems.

4. Demonstrable experience of problem solving and decision making skills.

The ability to diagnose and evaluate complex information and solve problems quickly and have foresight into potential issues; displaying a problem-solving mind-set to identify solutions which are evidence based.

5. In-depth knowledge of different organisational functions such as finance, IT, human resources, communications, administration and engagement with stakeholders.

The ability to coordinate the work of the organisation across different organisational functions and drive continuous improvement and high standards.

Desirable criteria:

1. Expertise in one or more fields of emotional and psychological trauma, law, social work and health.

Bringing an understanding of how trauma, redress and support spans organisational boundaries and professional groups - with knowledge and an active interest in trauma-informed delivery.

2. Expertise in starting up or developing an organisation and delivering effectively in new and untested ways of working.

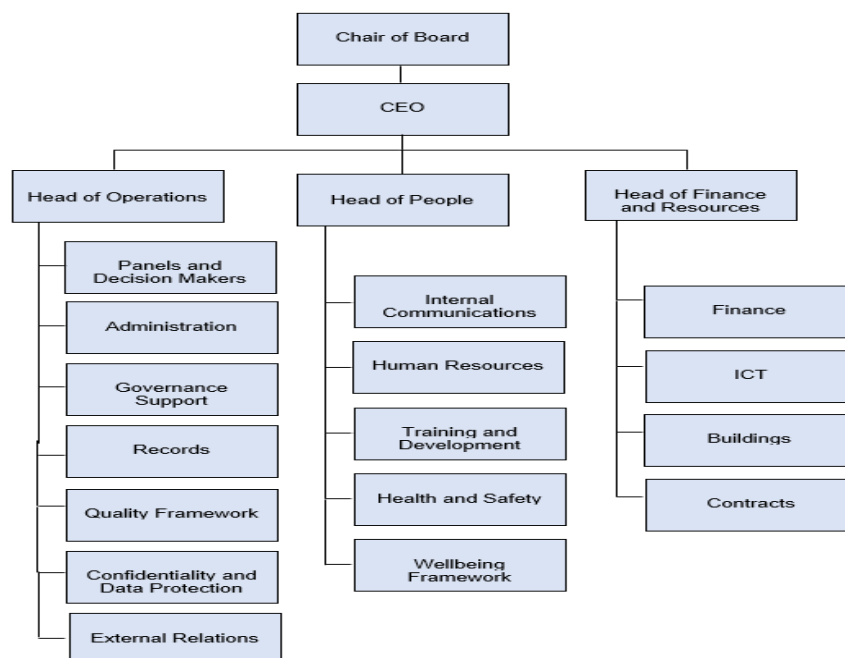
Able to apply previous knowledge and experience to the environment of Redress Scotland, and confidently contribute to a senior team working in a new organisation and area of work. Able to deliver effectively so that survivors experience the work of the organisation as excellent.

Qualifications:

You must be suitably experienced in operational management, with a minimum of ten years experience in an operations role and five years experience in a management or leadership capacity. You should have a qualification and experience relevant to the work of Redress Scotland.

Please note that the successful candidate will be required to complete a Disclosure Scotland check, Scottish Government security checks and provide satisfactory references.

Diagram of functions in Redress Scotland:



How to Apply

In order to apply, please send us the following:

1. **Your CV** (not more than two A4 pages) including three referees.
2. **An accompanying ‘letter of application’** providing evidence clearly demonstrating how you meet essential and desirable criteria. This note should refer to specific projects or tasks and use a STAR (Situation, Task, Action and Result) format. Your letter of application should not exceed 1,000 words.

To apply, please send your CV and accompanying letter of application to tanya@seymourjohn.com by 12 noon on Monday 25th October 2021. This recruitment is being managed on behalf of Redress Scotland by Seymour John Public Services Limited.

Further information

We will inform you of the outcome of your application as soon as possible. Should your application be short-listed, it is likely that assessment centre and interviews will be conducted on Monday 8th November 2021.

For more information about the recruitment process or to request information in a different format, please contact John Lavictoire, Director at Seymour John Public Services (john@seymourjohn.com).

For a short discussion about the role with the Chief Executive, Joanna McCreadie, please contact Paula Craik (Executive PA) of Redress Scotland
paula.craik@redress.scot

Recruitment Timetable:

Action	Timeline
Psychometric Tests and Assessment Centre (Shortlisted candidates) –through video conferencing	Monday 1 st November 2021
First Interviews	Monday 8 th November 2021
Offers of employment	W/C 15 th November 2021