**Inverclyde Women’s Aid**

**Manager Role Description**

**Job Title:** IWA Manager

**Responsible to:** Chair of the Board of Trustees

**Salary scale:**  £40k - £42k per annum

**Working hours:** 35 hours per week

**Location:** George Square Office, Greenock and IWA Refuge

**About Us**

[The Board of Trustees](https://www.seamab.org.uk/who-we-are#trustees) provides strategic direction for the Organisation and oversees the work of the Senior Management Team and the delivery of our services. Trustees meet regularly and are kept fully informed of the work of the Organisation by the IWA Manager and other staff as appropriate.

**Primary Purpose:**

The IWA Manager is responsible to the Board of Trustees and together they set the strategic direction of the Organisation. The IWA Manager leads the management of the Organisation, its resources and operations, supported by Members of the Senior Management Team.

**Key responsibilities:**

* To lead the Senior Management Team in delivering all aspects of IWA’s work including the delivery of our Domestic Abuse Survivor Services, finance, fundraising, business and partnership development, administration, facilities management, human resources, health and safety, ICT and internal and external communications.
* To support a positive women-centred culture in all aspects of the Charity's operations, placing person-centred care and recovery at the heart of our services and ensuring the service delivers to the Care Inspectorate Housing Support Framework and SSSC requirements.
* To ensure compliance with legal and regulatory requirements and delivery of good practice in all aspects of the Charity’s work, including accounting to funders for our work and meeting all funding conditions including reporting requirements.
* To work to raise the profile of the Charity with external stakeholders, representing IWA to a high professional standard including in print and broadcast media.

* To support IWA’s activities as it seeks to grow and develop its resources and develop itself as a provider in excellent services for women, designing and championing new opportunities and partnership development.
* To influence and represent the Charity externally at a high level, including within the national Scottish Women’s Aid network, with Scottish Government and at a regional level. Build effective partnerships with others who align to our values and philosophy.

**Duties and responsibilities:**

*Responsibilities in relation to leadership:*

* To develop a motivational, happy, supported and empowering culture which reflects the integrity and values of the Charity which continually motivates staff to achieve excellence.
* Oversee all aspects of the leadership of the Charity, promoting high standards in all aspects of its work creating a consistent and open leadership culture.
* Seek out, develop and maintain effective working relationships with all relevant Organisations and individuals to promote the work of the Charity and to promote and facilitate its strategic objectives.
* Lead by example, instilling a culture of professionalism and inclusion, where poor performance is positively managed, ensuring individual and Organisational learning.
* Understanding of and commitment to the feminist values, vision and mission of IWA.
* Current working knowledge of domestic abuse in Scotland, violence against women and gender based analysis.
* Facilitation of a work culture and management processes based on feminist principles that have equality, communication, respect and staff wellbeing at its core.

*Responsibilities in relation to governance and compliance:*

* Foster good working relationships and ensure systems and structures are in place for the Board of Trustees to fulfil its statutory responsibilities and exercise effective control of the Charity’s affairs.
* To work with the Chair to ensure that the Board of Trustees continues to evolve and has an appropriate mix of skills and experience to oversee the performance of the Charity’s existing operations and to deliver its strategic objectives.
* Liaise with the Board of Trustees to ensure that the Charity’s overall governance structure, policies and procedures are appropriate and effective, taking remedial measures and implementing changes as necessary, including managing risk across the charities functions.
* Attend all Board Meetings, preparing written reports to a high standard, in advance of these meetings as agreed with the Board of Trustees. Support staff to develop skills in supporting Boards.
* Develop and maintain operational policies and process in all the Charity’s functions, reviewing and updating scope and content to meet legal, regulatory and best practice requirements.
* To meet the compliance and reporting requirements with all the regulators of IWA.

*Responsibilities in relation to strategy, planning and control:*

* To work with the Board of Trustees in relation to the development of the Charity’s strategic vision, mission and values and be responsible for leading the implementation of it, ensuring that staff are vested in it as they deliver services.
* Ensure that rigorous and effective processes are in place to meet and monitor strategic objectives and provide regular reports to the Board of Trustees on the progress of the strategic plans, this will include performance measurements systems with a focus on services, as well as assessing the impact of changes in the external environment.
* Lead the development and implementation of strategic goals, objectives and financial plans to meet both the short-term and long-term business plan aspirations. This will include clear objectives for staff, and services that align to the strategy and the purposes of the Charity.
* Identify strategic risks, issues and opportunities and take responsibility for initiating and leading associated changes, including maintaining a risk strategy for the Organisation and associated mitigations.
* Seek out and implement opportunities for innovation and ensure that IWA remains at the forefront of positive change in its sector and are regarded provider of excellence.
* Develop a culture of continuous improvement throughout all aspects of the Charity’s work, encouraging a learning environment where staff, volunteers and service users feel able and are able to suggest improvements, and be heard through formal and informal feedback arrangements.

*Responsibilities in relation to financial management:*

* Accountable to The Board of Trustees for the overall financial health of IWA including ensuring that new funding opportunities are actively pursued.
* Ensure the appropriate financial reporting to the Board of the Charity’s financial position, and make recommendations in respect of financial management, drawing on the expertise of external advisers, where appropriate.

*Responsibilities in relation to operations:*

* Develop and lead the Senior Management Team ensuring that responsibilities are clearly understood, and where collaboration and team working is in evidence and encouraged.
* Deliver professional supervision to Members of the Senior Management Team and complete performance appraisals, ensuring that all staff have an opportunity to have clear objectives, and for performance to be assessed fairly.
* To agree annual IWA Manager Performance Objectives with the Chair of the Board.

**Other duties**

To undertake any other duties which may reasonably be regarded as within the nature of the duties and responsibilities of the post including sharing the on call responsibility with the Team Leader.