

Recruitment

Application Pack

# How to Apply

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| Thank you for your interest in the post of Helpline Manager.  Please find below information relating to the organisation, our values and ethos, and details of the vacancy. Please note that only information provided in the application form can be considered in the shortlisting process. CVs will not be considered without prior arrangement.  Applications will be shortlisted by scoring the information provided in the application from against the essential and desirable competencies outlined below. Please provide as much information as possible, together with examples, to demonstrate how you meet these competencies. All experience is relevant and need not be limited to paid employment situations.  Completed application forms should be sent to [recruitment‌@rapecrisis‌‌scotland.‌‌org.‌‌uk](mailto:recruitment@rapecrisisscotland.org.uk) by Friday 9 December, 9am.  **Closing Date for Applications: Friday 9 December, 9am**  **Invites to Interview issued by: Tuesday 13 December**  **Anticipated date(s) for interview: Monday 19 December**  **Anticipated start date: Early February 2023**  An equal opportunities monitoring form should be completed online at ‌‌‌‌[htt‌‌‌‌‌‌‌ps:‌‌‌‌‌//‌‌‌‌‌‌www.‌‌ surveymonkey.co.uk/r/779TYJR](https://www.surveymonkey.co.uk/r/779TYJR)  Due to the volume of applications, you will only receive a response to your application if you are shortlisted for interview. We are unable to provide feedback to unsuccessful candidates at application stage.  We welcome applications from a diverse range of candidates, in particular women of colour and those underrepresented in the workforce. Please note only women need apply under Schedule 9, Part 1 of the Equality Act 2010.  Please note that a PVG Disclosure check will be carried out prior to employment commencing.  We are keen to ensure an accessible recruitment process; if you have any issues accessing this pack, or require these materials in a different format please contact [lynne.frances@rapecrisisscotland.org.uk](mailto:lynne.frances@rapecrisisscotland.org.uk).  Our recruitment process is carried out in accordance with the Data Protection Act 1998. For full details on how your information will be used, please see our [Privacy Notice](file:///N:\13.%20%20Policies\Current%20Policies%20&%20Guidance\3.%20Being%20worked%20on\Data%20Protection%20Policies%20&%20Privacy%20Notices\RCS%20Data%20Policy-%20employee%20volunteer%20and%20trustee%20recruitment.doc). |

# About Rape Crisis Scotland

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| Background |
| Rape Crisis Scotland is Scotland’s leading organisation working to support survivors of sexual violence, transform attitudes, improve the justice response to sexual crime and, ultimately, to end sexual violence in all its forms**.**  From the earliest collectives, over 40 years ago, to the modern network of Rape Crisis centres, survivors’ needs and voices have been at the heart of Rape Crisis in Scotland.  There are now 17 Rape Crisis centres in Scotland, the first opening in 1976 in Glasgow and 1978 in Edinburgh. In the mid-1990s the constitution for a new Scottish Rape Crisis Network was created, later becoming Rape Crisis Scotland, with a national office funded by the Scottish Government.  You can read more about the early years of Rape Crisis in our 2009 publication, [Woman to Woman: An Oral History of Rape Crisis in Scotland 1976-1991](https://www.rapecrisisscotland.org.uk/resources/Woman-to-Woman-1.pdf). |

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| Who We Are |
| All of us deserve to live free from the fear and threat of sexual violence. At Rape Crisis Scotland we work to raise awareness of the prevalence and impact of rape, sexual assault and abuse, advocate for better health, justice and community responses, and work to make sure that no matter what happened or when, survivors can access specialist support.  Rape Crisis Scotland is governed by a [Board of Directors](https://www.rapecrisisscotland.org.uk/resources/Board-of-Directors.docx) and is a growing organisation with over 45 staff members, working across a broad range of projects.  We work with our 17 independent local centres who provide trauma-informed support to more than 6,000 survivors annually.  Rape Crisis Scotland and our member centres are committed to adhering to the Rape Crisis National Service Standards (RCNSS). These standards ensure that all survivors who contact us receive a consistent, high quality services from any member Rape Crisis Centre. |

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| What We Do |
| At Rape Crisis Scotland, our work is diverse and varied. In addition to our work supporting our 17 member centres we also provide the following services:   * A National Helpline, providing support and information to anyone affected by sexual violence. The Helpline is open daily, 5pm until midnight, 365 days a year. * National Advocacy Project, supporting anyone who is thinking about reporting or is engaged in the justice system, helping them to navigate the system. * Prevention work, working with schools, colleges and universities to promote healthy relationships and looking at issues such as consent, and providing support so that they can act to prevent and respond appropriately to disclosures of gender-based violence.   We also work collaboratively with the Scottish Women’s Rights Centre, which provides legal advice and support to survivors of gender-based violence.  For the latest information on the work of Rape Crisis Scotland and our recent campaign work, see our latest [Annual Report](https://www.rapecrisisscotland.org.uk/resources/RCS-Annual-report-2020-2021-web-pages.pdf). |

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| Our Values and Ethos |
| At Rape Crisis Scotland, our guiding principles are:   * Feminism, * Equality and * Human Rights   Our services draw from the guiding principles of gender-based power, reduced power analysis, survivor-centred approach, trauma-based approach and holding perpetrators accountable and our work with survivors is guided by values and principles of being non-judgmental, survivor-led and trauma informed.  As an organisation we are working to embed an intersectional approach, recognising the compounding inequalities and discrimination that survivors, our staff and volunteers may experience and seeking to reflect this in our service provision and broader work. We want Rape Crisis to be a movement that reflects the diverse population of Scotland and seek to support the participation and representation of Black and minoritised communities, disabled people, people of all ages, sexual orientations, gender identities and rural and remote communities.  As an organisation we are trans-inclusive, and pro-choice.  We recognise that our work to become anti-racist and intersectional is an ongoing process, and are committed to reflection, and learning and welcome feedback on how we can improve.  Our principles and approach are important to us, and as an organisation that seeks to work collaboratively with others, we feel it important to share these so that we are transparent and clear with current and future members of staff about our values and the expectations that surround these in terms of how we work together and what we produce.  As we are committed to survivors, we are committed to providing a supportive and empowering environment for our staff, creating an environment where we can inspire each other and allow each other to thrive, working together, collaboratively to achieve our collective goals. |

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| **Background to the national RCS Helpline** |
| The national Rape Crisis Scotland Helpline provides initial, short-term and crisis support to survivors of sexual violence, as well as friends, families and workers. We support people of all genders over the age of 13yrs. The helpline is open every night from 5pm – midnight. Support is currently provided by phone, email and text, and we review and look to broaden the way survivors can access support on an ongoing basis. You can read more about the helpline on our [website](https://www.rapecrisisscotland.org.uk/help-helpline/).  Helpline support is currently provided by 13 Support Workers and 8 volunteer Support Workers, and the work is supported by five core members of staff, including the Helpline Manager. |

# Hybrid Working

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| Our office base is in the centre of Glasgow and we have access to a shared office space in Edinburgh. The majority of staff are still either home working or work part of their working week at home and part in the office, under our hybrid working arrangements. The Helpline Support Worker team continue to work primarily from our Glasgow city centre base. It is envisaged that this post will require a degree of home working and the necessary hardware will be provided. The post-holder should ensure that they have internet connection suitable for video conferencing. |

# The Role

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| Job title: | Helpline Manager | Restrictions: | Women-only\* |
| Department/Function: | Helpline | Reports to: | Director of Operations |
| Location: | Glasgow | Travel required: | On occasion, limited |
| Level/Salary range: | P02.1 – £36,962 pro rata | Position type: | Part time – 28hrs per week |
| Pension contribution: | 8% employer contribution | Holiday entitlement | 42 days, inclusive of public holidays |

# Job Purpose

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| * To lead the work of the National Helpline team at Rape Crisis Scotland (RCS), ensuring that a high quality, responsive and inclusive service is available to anyone aged 13+ who has been affected by sexual violence in Scotland. * To develop and implement the helpline workplan * To oversee financial management of the service * To support and supervise members of helpline staff |

# Manager Responsibilities

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| The following are shared responsibilities of all Managers at RCS:   * Collaborate with and support other members of RCS’s Management Team * Contribute to the development of RCS strategy through ongoing evidence-gathering and feedback * Contribute towards the development of policies and procedures at RCS, including where needed, the writing of them. * Develop, maintain, and influence internal networks within RCS and member Rape Crisis Centres to build cohesion and ensure good communication throughout * Develop, maintain, and influence relationships with relevant external stakeholders * Demonstrate the values and principles of RCS in all aspects of your work * Support RCS to develop and maintain a culture where fairness, respect, equality, good communication, engagement and wellbeing are in place and recognised as important |

# Specific Responsibilities of this Role

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| * Provide both strategic and operational leadership for RCS with regards to provision and development of the RCS national Helpline. This includes:   + To develop, implement and monitor the delivery of the helpline workplan   + Act as Helpline lead for the management and protection of personal data.   + To liaise with partner organisations regarding referral arrangements and external relations, including Police Scotland, member Rape Crisis Centres and other key partners   + To oversee helpline communications and outreach, in partnership with the communications team and other relevant colleagues.   + To provide progress, impact and financial reports as required, for example to the RCS Board of Directors, funders etc.   + To identify and manage risk relating to the ongoing operation and development of the RCS Helpline * Ensure that the operation and development of the RCS national Helpline are: * Delivered in line with RCS’s values, principles, and requirements of the Rape Crisis National Service Standard. * Delivered within appropriate timescales and budgets * Funded and resourced appropriately * Planned and monitored with regard to future development opportunities and risks * Line manage members of RCS’s Helpline Team * Work with individuals to agree work plans and monitor their completion * Provide support, leadership, and opportunities for employee development * Manage conduct and performance in line with RCS policies * Manage recruitment, selection and induction in line with RCS policies |

# Person Specification

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| The successful post holder must demonstrate the following:   * Excellent understanding of, and support for, RCS’s values and principles which are based on an intersectional feminist, person-centred and trauma-focussed approach to gender-based violence (GBV) * Proven experience of supporting survivors of GBV and their supporters * Excellent understanding of the societal, political, emotional, and legal context within which GBV occurs * Experience of managing an operational service * Experience of line management * Excellent understanding of confidentiality and data protection requirements with regard to survivor voices * Proven ability to manage competing deadlines and an often reactive workload * Ability to plan work and deliver objectives in a largely autonomous way – utilising support from colleagues and management.   Essential skills required:   * Leadership * Decision-making * Financial management and planning * Written communication and verbal communication, including the handling of complex emotional conversations * Planning and strategy development * Risk management * Change management * Support skills * Creative/adaptive thinking   In addition, the following would be desirable:   * Group facilitation   Please note, this role will include working occasional evenings and weekends. RCS is committed to flexible working and positive work-life balance. Travel will be planned and agreed well in advance, with consideration for the post holder’s other commitments. |

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| \* Please note only women need apply under Schedule 9, Part 1 of the Equality Act 2010. |

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| Approved by: | Sandy Brindley | Date: | 25/11/2022 |
| Last updated by: | Sarah Gurney | Date/Time: | 25/11/2022 |