

Director of Service Delivery

Empowering victims of crime to rebuild their lives.

Candidate Information Pack December 2022



Contents

Welcome from Sue Freeth	03
Who We Are	05
The Future	06
Advertisement	07
The Role	08
Senior Leadership Team	10
Corporate Leadership Team	11
Additional information	12
How to Apply	13

Welcome from **Sue Freeth**



Thank you for your interest in joining us at Victim Support Scotland (VSS).

The last couple of years have undoubtedly brought challenges for many of us, but it has nevertheless inspired something else: change. As a leading charity in Scotland dedicated to helping people affected by crime, Victim Support Scotland is making a major contribution to transforming the journey of victims and witnesses through the Scottish criminal justice system.

Our shared objective is making justice more accessible to everyone, participation as a victim or witness more seamless and less traumatising and ensuring the voices of victims and witnesses are heard and their influence applied to the transformation of both our own and the national services of criminal justice system partners. This transformation involves becoming a well informed and skilled partner in new initiatives lead by Police Scotland and the Crown and Sheriff Court services, modernising and adapting our VSS internal support systems, introducing different work practices and taking our people volunteers and employees on an exciting change programme.

We are also supporting the criminal justice system to recover an accumulated backlog of cases which has grown during the pandemic.

I joined this incredible group of dedicated people in June this year and I am delighted I did. I have been impressed by the work that is delivered, the commitment shown by every single member of our team and the future thinking and aspirations that will deliver for the people of Scotland – those who need support, often at the worst time of the lives. I have learned that to say that being part of VSS is rewarding is something of an understatement. It is our job to support victims of crime, witnesses and their family members as they navigate the often-unfamiliar world of the criminal justice system.

We work to empower those who have been impacted by crime to move forward with their lives, and we do this confidentially and without judgement. Our service is independent and, most importantly, it is free and accessible to all.

For over 35 years the organisation has supported, guided, influenced, connected, led, and collaborated, and as we deliver the initial stages of our **VSS Strategy 2021-2026: Empowering people affected by crime,**

I hope you find the information in this pack interesting and inspiring, and if you feel you can bring something special to our organisation then it would be my privilege to hear from you.

I look forward to reading your application.

Sue Freeth

Chief Operating Officer
Victim Support Scotland





Who We Are

Victim Support Scotland (VSS) continues to be at the forefront of providing emotional, practical and financial support for anyone affected by crime.

What sets us apart from other support organisations is that we are available to everyone after crime, regardless of the type of crime, whether or not it has been reported to the police and how much time has passed since it happened.

VSS prides itself in offering free and confidential services at the point of need for people affected by crime. Our services are available throughout Scotland, both in local communities and in the courts. We balance our consistent approach with personalised packages of support specific to the needs of people whose lives have been disrupted through crime. VSS works alongside our partners to listen to the views and experiences of victims and witnesses. Our strength is our ability to take these views and experiences and to positively influence national policy decision making, advocating for a better justice system for all.

Though our core funding comes from the Scottish Government, we're independent from them and can therefore provide a critical lens to all that is happening within justice from a victims' perspective.

We have a relatively small staff team of just over 100 employees who are supported by hundreds of volunteers. This team of dedicated, highly trained volunteers provide practical and emotional support to victims and witnesses across Scotland.

- **OUR VISION** is that people affected by crime – victims, witnesses and their families – are treated with dignity and respect and are at the heart of justice in Scotland.
- **OUR MISSION** is that all those affected by crime receive the high-quality support and care they need to move forward in their lives.

The Future

Based on the solid foundations we have built for our organisation in previous years, 2021 is the first step in our new strategy.

VSS Strategy 2021-2026: Empowering people affected by crime – which will last for the duration of the next Scottish Parliament until 2026.

[Find out more](#)

As Scotland recovers from the Coronavirus pandemic, we have a tremendous opportunity to think innovatively about how justice and support services are delivered. Our new strategy therefore focuses on four strategic priorities:

- **EMPOWER** people affected by crime by providing high quality, outcome-focused support and care to all who need it.
- **TRANSFORM** victims' and witnesses' experiences of the criminal justice system.
- **BUILD** productive partnerships aimed at improving the experiences of those affected by crime.
- **SUSTAIN** our impact by focusing all we do, in every area of the organisation, on making a lasting difference for people affected by crime.

Our relationships with our partners and colleagues in the justice and third sectors remain central to us delivering on our aims, as do our relationships with victims, witnesses and families across Scotland who have been affected by crime. By listening to their experiences and views, we will be able to positively influence policy and legislation and better shape support services based on their needs.



Advertisement.

Director of Service Delivery

Location: Glasgow or Edinburgh Salary – £ competitive

Victim Support Scotland (VSS) is there for the people of Scotland at what is often, the hardest part of their lives.

We continue to be there, when needed, providing emotional, practical and financial support for anyone affected by crime. With our strategy in place which will guide the organisation towards 2026, the organisation is building on solid foundations already established, and we would be delighted if you would join us.

We are seeking an exceptional individual to join our Executive Leadership Team and implement and deliver our strategic plan. With experience in leadership and engagement, you will support the teams in the delivery of our current services and new developments.

Everyone at VSS contributes towards our aim, and this role is where you can play your part at a strategic level by ensuring resources and budgets are maximised, innovations brought to reality and employees and our many volunteers supported.

You will be a skilled collaborator and will bring your commitment and focus to the organisation whilst being able to influence others with diplomacy and integrity. You will have demonstrable experience of bringing people together and the ability to see the bigger picture across the organisation. With a focus on performance, innovation and quality, your leadership will contribute to the organisation's success.

We are excited by this opportunity and if you are too, please contact our recruitment partner LHH Recruitment Solutions to learn more or to have a confidential conversation **+ 44 (0) 141 220 6460** or email scotlandexecutive@lhh.com

Applications in the form of a tailored CV and covering letter, highlighting your skills and experience pertinent to the role, should arrive no later than **midnight Sunday 8 January 2023**.

The Role. Director of Service Delivery

As a member of the Executive Leadership Team (ELT) and reporting in to the Chief Operating Officer you are jointly accountable for the implementation of Victim Support Scotland's (VSS) strategy and strategic implementation plan.

You will provide leadership and direction to all staff within your areas of responsibility and as a leader within the Corporate Leadership Team (CLT), you have a wider leadership responsibility to engage with, and support positively, all organisational initiatives. You will be accountable for implementing work plans within your areas of responsibility, which in turn supports the delivery of the overarching organisational strategy. You will be responsible for deputising for the CEO externally as and when required.

Key Accountabilities

- Provide strategic leadership, planning and resource management to ensure the implementation of VSS's strategic goals are achieved to the benefit of victims and witnesses.
- Provide high level organisational performance reporting to the Executive Board, ELT and key funders, clearly outlining the positive and negative impact of VSS's interventions and support for victims and witnesses.
- Responsible for identifying and mitigating operational risk to the strategic risk register.
- Responsible Safeguarding ELT lead at ELT responsible for Reviewing safeguarding policy risk mitigation and leading continuous learning.
- Lead, develop and implement new and innovative ways of delivering services using volunteers and employees to meet the current and changing demographic needs of victims and witnesses affected by crime.
- Develop and implement digital capabilities within VSS to provide a range of accessible services to victims and witnesses.

- Identify new business opportunities that fit with VSS's strategic objectives, values and working closely with the DCS support tendering and procurement processes.
- Responsible for the service delivery to all victims and witnesses through staff and VSS's volunteers.
- Provide effective leadership, direction, support and performance management to ensure all staff within line management remit achieve their objectives within the agreed timescales.
- Provide appropriate performance reporting to the CLT and regional services within VSS.
- Within your areas of responsibility, ensure compliance with all related policies and procedures and provide additional management cover as requested when necessary.
- Work to embed a coaching culture within your areas of responsibility that upholds the values of VSS
- Through your decisions, actions, behaviours and compliance with values become a role model for all staff within your area of responsibility and across the organisation, including volunteers.
- Contribute effectively to Executive Board, Committees, ELT and CLT.
- Work closely with all areas of the organisation and demonstrate positive leadership attributes.
- Ensure there is a positive culture of equality, fairness and non-discrimination within the organisation.
- Develop effective relationships in the pursuance of VSS's strategic objectives.

- Develop close working and effective partnerships to ensure VSS has a high profile that leads to benefits for victims and witnesses.
- Work closely with the Scottish Government, stakeholders and external partners to achieve VSS's strategic objectives.
- Responsible for the procurement of equipment both physical and digital
- Responsible for GDPR compliance within area of responsibility

Technical and Professional Knowledge

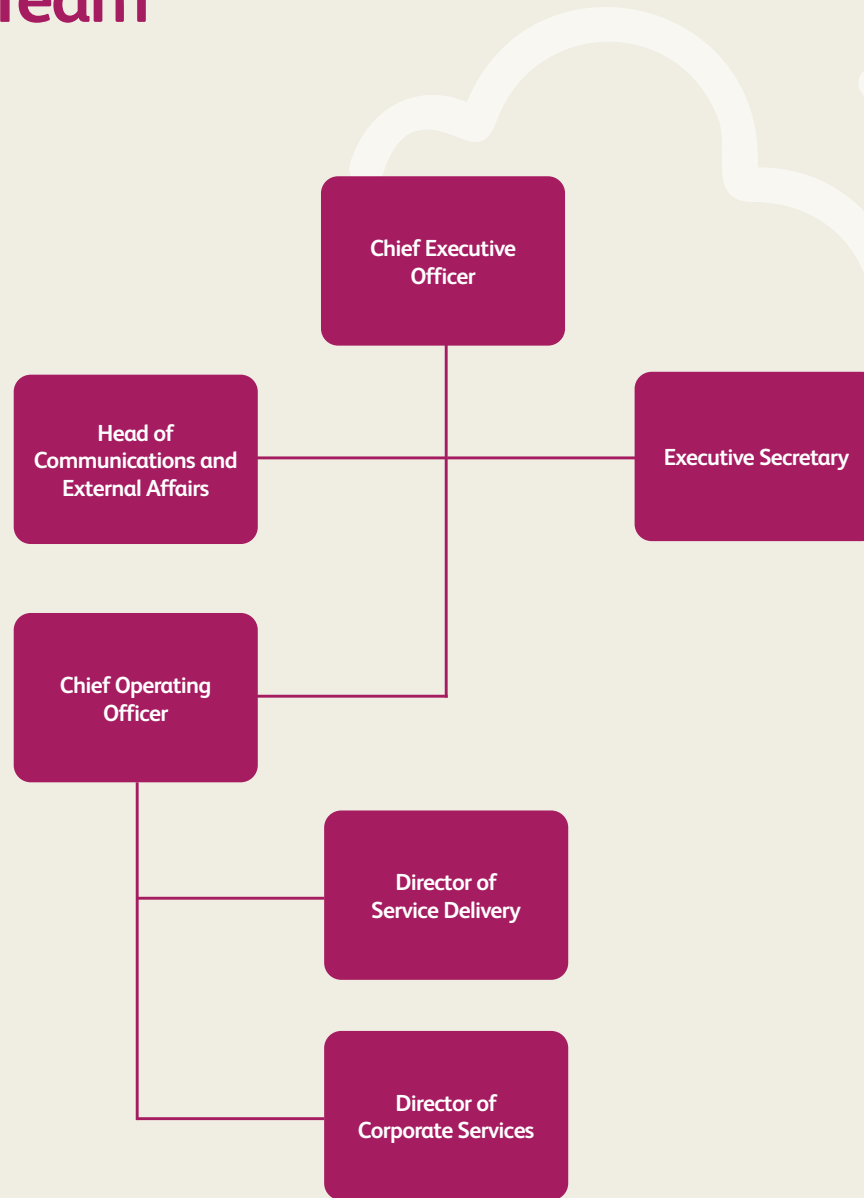
- Qualified to degree level (or equivalent experience) in a relevant discipline
- Strategic experience at Director level is desirable
- Knowledge of criminal justice
- Understanding of trauma informed practices
- Extensive working knowledge of the voluntary/charitable sector in Scotland
- Excellent working knowledge of leading safeguarding
- Experienced in leading service design & change management
- At least 10 years post-qualification experience.

Competencies

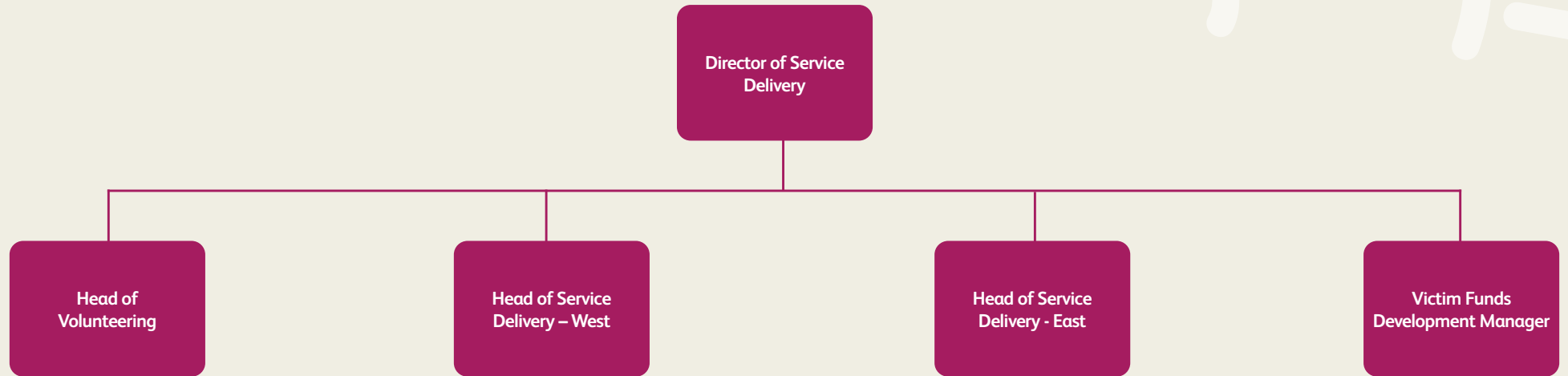
- Strategic vision and awareness
- Leadership and management
- Planning and quality
- Innovation and problem solving
- Teamwork
- Customer Service
- Communication and interpersonal effectiveness



Senior Leadership Team



Corporate Leadership Team





Additional information

Location - Edinburgh or Glasgow

Salary - £competitive

What we offer?

When you work for Victim Support Scotland, your wellbeing is important to us. Not only do we offer an enhanced annual leave package, but you will also have access to our free health cash plan which includes cover for you and your family across a range of benefits.

Benefits:

- Annual leave of 42 days
- Flexible employer contributory pensions scheme
- Dental cover,
- Access to a virtual GP and advice line,
- Counselling,
- Legal support,
- Discounts on gym memberships, cinema tickets and much more

Equal Opportunities -

VSS is committed to equality of opportunity and to no discrimination on the grounds of race, religion or belief, age, sex, marital or civil partnership status, disability, sexual orientation, transgender status, pregnancy or maternity.

All our work is guided and underpinned by our six core principles of being **engaging and compassionate; inclusive and accessible; person-centred; adaptive, flexible, and responsive; collaborative; and knowledgeable and skilled.**



How to Apply

To apply for these positions, please send a tailored CV and covering letter to scotlandexecutive@lhh.com

Please note that the covering letter should be no more than 2 pages of A4 and should summarise your relevant skills and experience and motivations for applying for the role.

If you would like a confidential, informal discussion about the role then please contact LHH Recruitment Solutions directly on **+44 (0)141 220 6460** or email the above address.

Timescales

Closing date for applications -
midnight Sunday 8 January 2023

Interviews with VSS

January 2023

LHH Recruitment, formerly Badenoch + Clark, is Scotland's leading Executive Search team. We connect Scotland's top businesses with exceptional candidates – and we do it really well.

We count innovators, creatives and leaders among the professionals we work with, and our clients and candidates span a diverse range of sectors and functions. From procurement and supply chain, medical, engineering, project management, accountancy, legal, transport and business transformation, to banking, the arts, government, technology, marketing and communications, not-for-profit and HR, our expertise is wide-reaching and our reach unparalleled.

We pride ourselves on our ability to give clients and candidates a competitive edge while making the recruitment process smooth, straightforward and – dare we say it – enjoyable. Whether you're taking the next step on the career ladder or building a bespoke and targeted recruitment strategy, our Scottish team will work hard to deliver a first-class service that meets your exact requirements.

LHH Recruitment is the Professional Services and Executive Search arm of Adecco, a Fortune 500 business headquartered in Zurich and the world's largest human resource consulting and recruitment company. This means we have national and international networks at our fingertips to help clients and candidates make the right connections.

Your time is precious. Let us do the legwork for you.

Interested in finding out more? Call Scott Miller (+447734 889569) or Lesley Gilmartin (+44899 947287), or email scotlandexecutive@lhh.com

www.lhh.com



