



# GENERAL MANAGER APPLICATION PACK



## *'Women supporting Women'*

Responsible to: Board of Trustees

Salary Scale: £37,890 - £44,863

Working hours: 34 hours per week (4 day working week)

Location: Covering Ross-Shire, Skye & Lochalsh. Main office in  
Dingwall with hybrid working arrangements



Send your application to [admin@rosswa.co.uk](mailto:admin@rosswa.co.uk)

For enquiries, call us on 01349 863568



# Letter from the Board

Thank you for your interest in Ross-shire Women's Aid (RWA). Our ultimate vision is a world where:

- Every woman is safe from physical, mental, psychological, and sexual abuse
- Children grow up happy and joyfully without fear
- Women and children can live safely in a home of their own
- Respect and dignity are a reality

Despite decades of progress, women and children still live with domestic abuse. It is happening across all levels of society: intellect, profession, education, and knowledge is no protection against domestic violence. 18.5% of women report having experienced physical or psychological partner abuse since the age of 16. This means that almost one in five women will experience domestic abuse. In addition, approximately 39% of those suffering from partner abuse have children living in the household.

Our overarching vision guides us and ensures that women and children's safety and well-being are always at the core of our activities which include:

- One-to-one support by phone, text or in-person
- Group support
- Information on welfare rights
- Advocacy
- Safe accommodation

We listen in confidence, believe women, and support them whether they are still with their partner or ready to leave or have already left the relationship. We can help with whatever kind of abuse they are experiencing from a partner. We will support any woman whose partner or ex-partner abuses them regardless of gender. We help children and young people cope, see a different future and gain confidence and self-esteem as they thrive under our care. While domestic violence exists, we will be here to help support women and children to move on and create happy memories that will last a lifetime.

We cannot succeed alone. We partner with various local and national organisations, including local and national Government, Police, NHS, Housing, Health, and Social Work.

We seek to appoint a new General Manager to lead the organisation and provide strategic direction to its staff, volunteers, and supporters. As General Manager, you will:

- Lead the staff team to deliver on strategic objectives as approved by the Board
- Manage RWA's resources
- Be a champion for women and children experiencing domestic abuse in Ross-shire, Skye and Lochalsh

You will have adequate and comprehensive leadership, management, and communication skills, with experience in leading high-performing teams. Ideally you will be experienced in dealing with the media and be a confident communicator and ambassador for RWA.

We are looking for a remarkable individual to take the helm at RWA, passionate about the lives of women and children, keen to play their part in providing quality services; an experienced leader who can shape the organisation and its culture. It is a challenging landscape both politically and socially, but that can bring opportunities to develop and grow the organisation.

We can offer you an exciting opportunity to develop your career, competitive terms and conditions of employment, continuing support and guidance and access to a wide variety of training opportunities.

We would like to hear from you if you believe you have the vision, skills, and personal qualities that this role demands.

**Alison MacDonald, Acting Chair**

# Primary Purpose

Working with an experienced team and Board of Trustees, you will take a strategic lead and develop RWA Services, managing all aspects of RWA to a high standard of operational and strategic delivery; working collaboratively with a diverse range of partners and stakeholders internally and externally to promote, engage, influence, and build capacity which embraces transformative change and leadership capability at all levels.

You will manage all operational and strategic aspects of RWA to a high standard; to ensure that the goals of the organisation meet the needs of all stakeholders, including service users, staff and funders and that RWA values make a significant difference to the lives of women, children and young people.

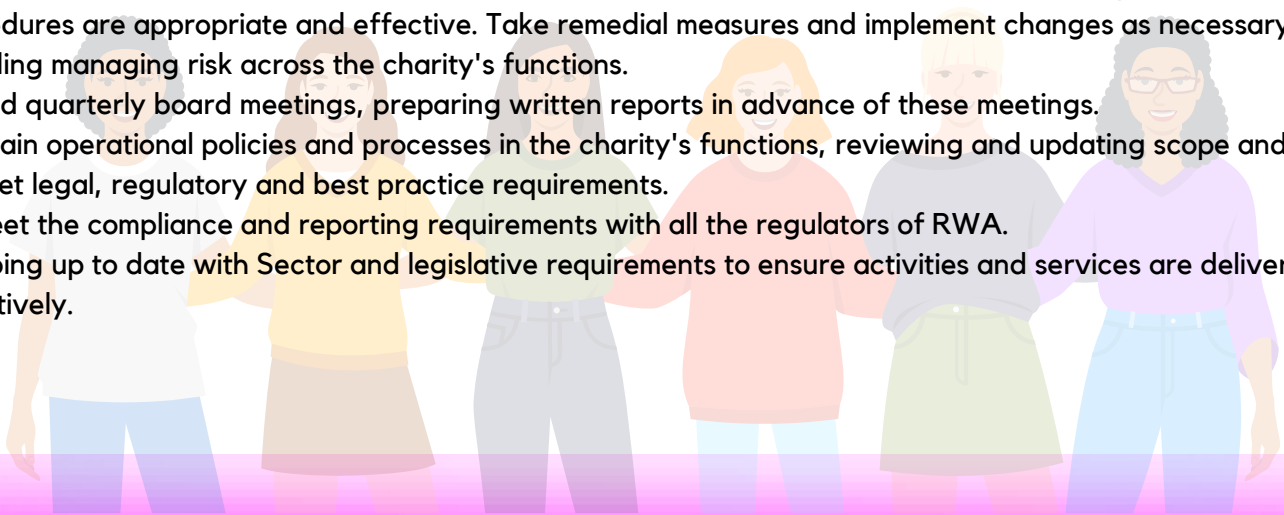
You will deliver RWA's business plan whilst ensuring the organisation's financial viability, be responsible for overall staff management, develop a solid and supportive culture and maintain and develop excellent working relationships with partners.

## Key Responsibilities

- To lead the team in delivering all aspects of RWA's work, including our support services, finance, fundraising, business and partnership development, administration, facilities management, human resources, health & safety, ICT and internal and external communications.
- To support a positive women-centered culture in all aspects of Charity's operations, placing person-centered care and recovery at the heart of our services and ensuring the service delivers to the Care Inspectorate 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 and meeting all funding conditions, including reporting requirements.
- To work to raise the profile of RWA with external stakeholders, representing RWA to a high standard, including in print and media.
- To support RWA's activities, develop and grow services for women, children and young people, designing and champion new opportunities and partnership development.
- To influence and represent the charity externally at a high level, including within the Scottish Women's Aid network, Scottish Government and at the regional level, building partnerships with others who align with our values and philosophy.

### **Responsibilities concerning governance and compliance:**

- Foster good working relationships and ensure systems and structures are in place for the Board of Trustees to fulfil its statutory responsibility and exercise effective control of the charities' 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 charities existing operations and deliver its strategies and objectives.
- Liaise with the Board of Trustees to ensure that the charity's overall governance structure, policies and procedures are appropriate and effective. Take remedial measures and implement changes as necessary, including managing risk across the charity's functions.
- Attend quarterly board meetings, preparing written reports in advance of these meetings.
- Maintain operational policies and processes in 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 RWA.
- Keeping up to date with Sector and legislative requirements to ensure activities and services are delivered effectively.



### **Responsibilities concerning financial management:**

- *Responsible for developing and implementing the organisation's essential business functions and diversifying income streams.*
- *Demonstrating financial prudence, organisational efficiency and operational effectiveness.*
- *Managing all aspects of financial performance, systems and reporting.*
- *Establishing operational budgets and service level agreements.*
- *Implementing our Income Generation Strategy and achieving fundraising targets.*
- *Maximizing income through the delivery of our services and extended support.*
- *Managing current and future funding agreements with other parties against which we will deliver agreed services and complementary support activity.*

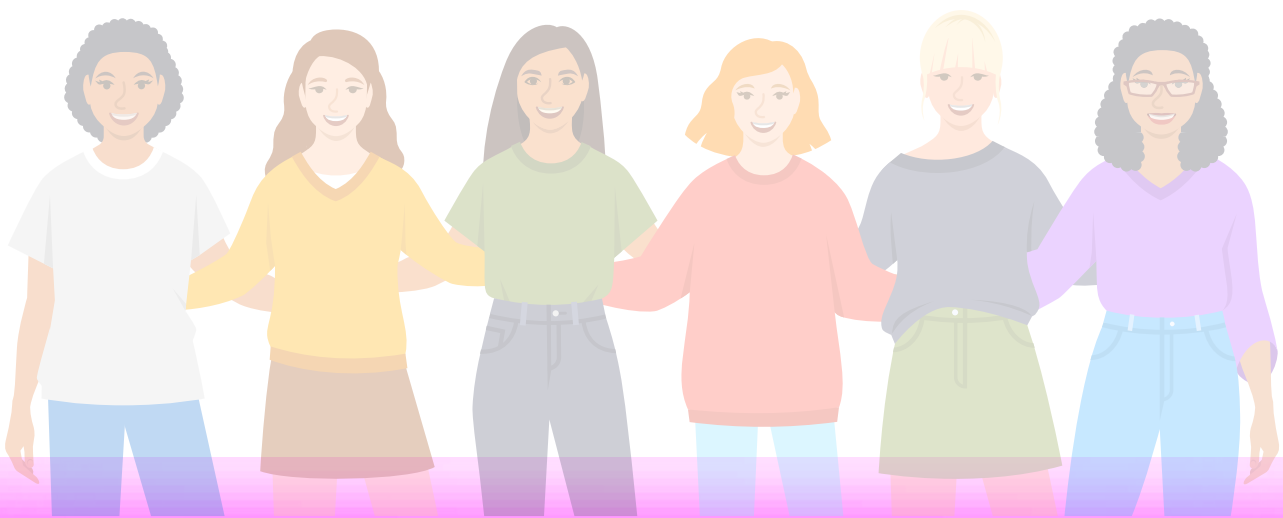
### **Responsibilities concerning leadership:**

- *To develop a motivational, happy, supported and empowering culture that reflects the charity's integrity and values and continually motivates staff to achieve excellence.*
- *Oversee all aspects of the charity's leadership, promoting high standards in all aspects of its work, creating a consistent and open leadership culture.*
- *Understanding of and commitment to the feminist values, vision and mission of RWA*
- *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.*
- *Ensure service user involvement in the development of services.*

### **Responsibilities concerning relationships:**

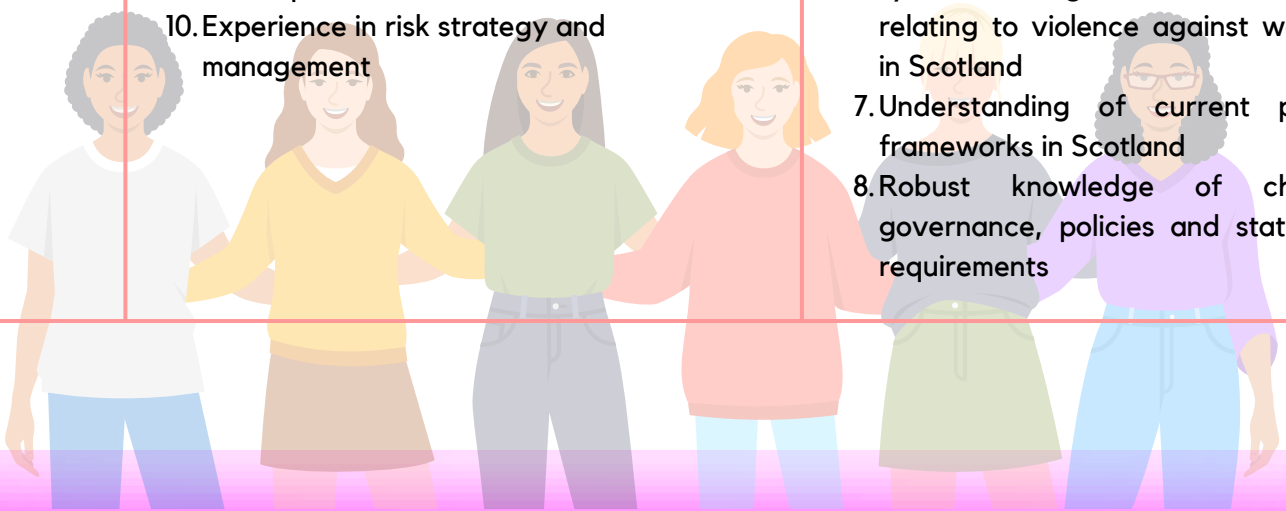
- *Build, nurture and enhance internal and external relationships with key stakeholders and the Board*
- *Work in partnership with Scottish Women's Aid and with wider Women's Aid network contributing to local and national campaigns that further the aims of Women's Aid.*
- *Attend in person and be an active member of the Highland Violence against women partnership*
- *Ensure attendance at MARAC / MATAC and other organisations/bodies/groups where appropriate*
- *Ensure Ross-shire Women's Aid has strong working partnerships with other support organisations across the Highlands and Scotland.*
- *Identify organisations and external bodies where there is an opportunity to develop and build relationships.*

**Women only need apply under Schedule 9 (part 1) of the Equality Act 2010.  
The successful candidate will be required to join the PVG scheme.**



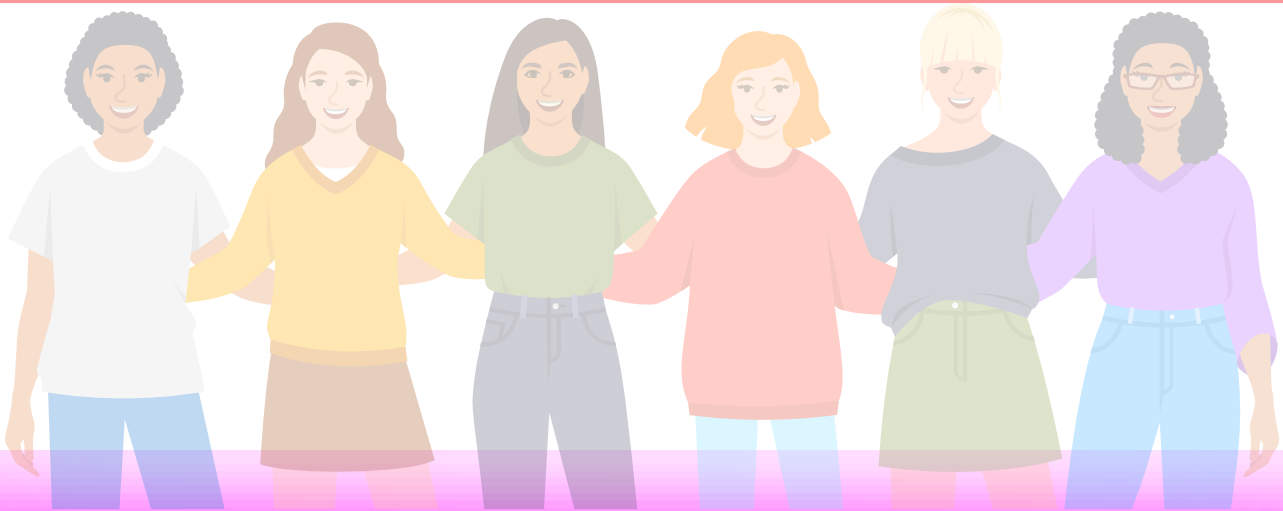
# Person Specification

Attributes	Essential	Desirable
Qualifications	<p><b>You must have one of the following qualifications or be willing to work towards over a 3-year period a Scottish Social Services Council recognised level SVQ and management qualification to enable registration as a Manager, Housing Support. RWA will provide funding support if necessary.</b></p> <p><b>Practice</b></p> <ul style="list-style-type: none"> <li>SVQ Social Services and Healthcare SCQF Level 9</li> </ul> <p><b>Management</b></p> <ul style="list-style-type: none"> <li>SVQ Care Services Leadership and Management SCQF Level 10</li> </ul>	
Experience	<ol style="list-style-type: none"> <li>Experience in operating in a senior leadership position</li> <li>Experience in managing all aspects of delivery, support and information, including service development</li> <li>Knowledge of the impact of Domestic Abuse and associated trauma</li> <li>Ability to lead change</li> <li>A person-centered approach</li> <li>Experience in building and managing relationships with external partners and stakeholders</li> <li>Ability to/experience in identifying funding sources and completing funding applications and reports.</li> <li>Experience of working with a board of Trustees, advising and guiding robust decision making</li> <li>Experience in financial management, including forecasting, budget setting, business planning and monitoring income and expenditure</li> <li>Experience in risk strategy and management</li> </ol>	<ol style="list-style-type: none"> <li>Demonstrable experience in managing staff working with a client group with complex needs.</li> <li>Experience of working in services supporting survivors of domestic abuse, sexual violence, or exploitation</li> <li>Experience in working with Scottish local authority systems</li> <li>Knowledge of Domestic abuse, sexual violence, the impact of trauma and therapeutic approaches to working with women, children and young people</li> <li>Experience in working with people who have experienced significant trauma and require to be supported to access services to which they are entitled.</li> <li>Knowledge of the legislative background and criminal justice system management of offences relating to violence against women in Scotland</li> <li>Understanding of current policy frameworks in Scotland</li> <li>Robust knowledge of charity governance, policies and statutory requirements</li> </ol>



# Person Specification

	Essential	Desirable
Knowledge, skills and abilities	<ol style="list-style-type: none"> <li>1. Proven leadership and management skills</li> <li>2. Practical verbal and written communication skills, including the ability to research ideas, produce written reports and present recommendations.</li> <li>3. Proven financial skills in preparation and control of budgets</li> <li>4. Robust ICT and administrative skills</li> <li>5. Excellent organisational skills and ability to prioritise multiple tasks</li> <li>6. Knowledge of the issues, policies and legislation which Scotland affecting women, children and young people who experience domestic abuse</li> <li>7. Knowledge of models of evaluation and quality assurance of training and trainers</li> <li>8. Knowledge of the SSSC requirements and Care Inspectorate Housing Support Framework</li> </ol>	<ol style="list-style-type: none"> <li>1. Project management experience</li> <li>2. Knowledge and commitment to a feminist analysis of domestic abuse and understanding of the issues affecting women, children and young people with experience of domestic abuse</li> <li>3. Knowledge of Women's Aid groups in Scotland</li> </ol>
Other	<ol style="list-style-type: none"> <li>1. Strong team player</li> <li>2. Able to work under own initiative and work effectively with a Board of Directors</li> <li>3. Confident, tactful and diplomatic</li> <li>4. Committed to working to achieve the charity's vision and working within the agreed values and code of conduct</li> <li>5. Emotional intelligence and empathy</li> <li>6. Influencing skills</li> <li>7. Ability to coach &amp; mentor staff</li> <li>8. Take personal responsibility for negotiating and continuing professional development and participate in relevant training</li> <li>9. Hold a current driving license and has access to a car with business insurance</li> <li>10. Carry out such other appropriate duties as may be determined by RWA.</li> </ol>	





## *RWA Benefits*

- 4 day working week
- 32 days annual leave includes 4 public holidays
- TOIL for hours worked over
- 8 external support and supervision sessions
- 10% Employer Pension (auto enrolled after 3 months service)
- Westfield Health Care package (auto enrolled after 3 months service)

