



## **Motherwell & District Women's Aid: Strategic Business Manager Job Description**

**Job Title:** Strategic Business Manager  
**Reports to:** Board – Chair or Nominated Trustee

**Job Purpose:** As a Co-Leader of MDWA, the Strategic Business Manager (SBM) oversees the governance, finance, fundraising policy and the communications aspects of the organisation whilst supporting the Chief Operations Officer [COO] with excellent service delivery to women and children experiencing domestic abuse. The SBM will serve as an external ambassador, helping to influence national agendas and position the organisation as a leading voice in Domestic Abuse and the Violence Against Women and Girls sector.

**Hours of Work:** 28 hours per week  
**Contract Type:** Permanent [subject to funding]  
**Work Base:** MDWA Office, Unit 1a Flemington Court, Craignuek Street, Flemington Industrial Estate, Motherwell, ML1 2NT and the Motherwell District community including MDWA Safe Accommodation locations.  
**Salary:** £32,000 pro rata [£40,000 FTE]  
**Benefits:** 5% Employer pension

### **Key Responsibilities**

#### **Main purpose of the role:**

- Co-lead the organisation and contribute to a positive, feminist, collaborative culture.
- Lead the design and implementation of strategic and business plans.
- Develop the financial strategy, lead on income generation, and sustainability.
- Strengthen governance and compliance in partnership with the COO and the Board.
- Act as a key external representative in national policy, research, and advocacy forums.
- Cultivate relationships with funders, partners, and research organisations.
- Ensure survivor voices shape strategy, policy, and service design.

#### **Strategic:**

- Collaborate with the COO and Board to develop and execute the organisation's strategic plan. Provide insights and recommendations to drive growth and achieve our mission.
- Proactively promote and build collaborative working relationships with key partner agencies and stakeholders in line with MDWA objectives.
- To support MDWA'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 work with the COO and 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.
- To work in partnership with the COO to 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.



- Co-develop and implement a strategic plan, strategic objectives and financial plans to meet both the short-term and long-term business planning aspirations in partnership with the Board. 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 MDWA remains at the forefront of positive change in its sector and are regarded provider of excellence.
- In partnership with the COO 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.

### **People Leadership and Management:**

- 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 work in partnership and collaboration with the COO as co-leaders of MDWA. Ensure the partnership is value driven, accountable with good open, honest communication and reporting.
- 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 MDWA.
- Current working knowledge of domestic abuse in Scotland, violence against women and gender based analysis.
- To contribute to and implement strategic and operational plans in partnership with the Board and the COO.

### **Governance**

- As Co-Leaders 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.
- The post holder will act as Secretary to Motherwell District Women's Aid, a Company Limited by Guarantee and registered as a Scottish Charity.
- As Co-Leaders 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.
- As Co-Leaders 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.
- As Co-Leaders 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.

### **Operational:**

- Ensure accurate and confidential case management records are maintained on the organisational CRM.
- Respect and value the diversity of the community in which services work in and recognise the needs and concerns of a diverse range of survivors ensuring the service is accessible to all, taking a proactive approach to promotion of equality & anti-discriminatory practice.
- To ensure compliance with GDPR, 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.



- Remain up-to-date and compliant with all organisational procedures, policies and professional codes of conduct and uphold standards of best practice.
- Manage communications, update and create regular engaging and appropriate content for the organisation's social media accounts and website.
- Maintain and supervise to ensure professional boundaries when working with service users, staff and external bodies, working within MDWA Code of Conduct and manage the compliance of the Care Inspectorate and SSSC to ensure this practice with staff.
- Attend and co- facilitate Team Meetings.
- Attend external meetings such as VAWG, Safe & Together, Equally Safe, SWA Meetings, DES and VANL or other networking external events and or deliver talks about the Service.
- Engage with funders in partnership with the COO to provide Service Delivery updates, contractual funding updates including preparation of reports where required and the preparation of the evidence and evaluations required.
- Any other duties commensurate with the grade and level of responsibility of this post, for which the post holder has the necessary experience and/or training.
- Work towards the Level 7 SQA Housing and Social Care qualification and be able to answer support calls and or do a basic first level assessment of a woman requiring MDWA support.

#### **Fundraising and Finance:**

- To work with WDM and the Board of Trustees to ensure the overall financial health of MDWA including ensuring that new funding opportunities are actively pursued and that the charity raises at least its outgoings each year with the aim of making a contribution to reserves.
- To grow the income and resources of the charity through fundraising and income generation opportunities.
- To work with WDM to 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.
- Work with the COO to monitor and be accountable for the Women and CYP Services expenditure.
- Develop creative, attractive and successful funding bids and tenders for the organisation to ensure its long term sustainability and viability.
- To manage the organisation budget, the cashflow and pay all suppliers.
- To manage the programme of all the funding delivery and ensure all the funder reports are completed on time and to a high standard.
- Ensure effective resource management.

#### **Working Approach:**

- To support and participate in the continuous improvement of the services; through support and supervision sessions, annual appraisals and performance management.
- Reflect on and develop practice.
- All staff are expected to promote equality and anti-discriminatory practice, show respect to colleagues and service users and work collectively to achieve MDWA's Aid's objectives and vision.
- To provide services at times suitable for working women. This may include some out of hours work.
- The post may involve unsocial and flexible hours including evenings and weekends.

#### **Management Competencies**

- Leadership – Demonstrates adaptable and inclusive style of leadership which reflects the values of MDWA – promoting resilience and challenging discrimination.
- Vision - Seeing how best to make a difference, communicating and promoting vision, promoting a public service ethos, thinking and planning strategically.



- Motivating and inspiring others - Inspiring people by personal example, recognising and valuing the contribution of others, driving the creation of a learning and performance culture.
- Empowering - Enabling leadership at all levels, driving a knowledge culture, involving people in development and self-improvement.
- Collaborating and influencing - Leading partnership working, influencing people, understanding and valuing the perspectives of others.
- Creativity and innovation - Seeing opportunities to do things differently, promoting creativity and innovation, leading and managing change.
- Planning and Organising – organisation of own workload, that of other people, and the allocation and use of resources

#### **Additional Requirements:**

- The particular duties and responsibilities may vary from time-to-time without changing the general character of the duties or the level of responsibility entailed.
- A current driving licence and access to own transport is essential.
- There is a requirement to occasionally work in the evening and at weekends and you may be required once qualified to be part of the on-call rota system.

*The above post is subject to a successful application to the PVG scheme membership to carry out regulated work with adults and children and to be registered with the SSSC.*

***Please note only female applicants need apply under Schedule 9, Part 1 of the Equality Act 2010 and Section 7(2) e of the Sex Discrimination Act 197.***

#### **Person Specification**

NB/ where specification indicates essential; it is advised that you may be asked to evidence that you have experience of these specifications through competency based questions.

Post	Essential	Desirable
Education/ qualifications	Educated to Degree or Equivalent – Business related degree  Drivers Licence and access to car	<b>Practice &amp; Leadership</b> SVQ Social Services and Healthcare SCQF Level 7 and or be prepared to work towards it
Experience	A track record of successfully managing programmes at a senior level and supporting the delivery of Strategic Objectives  Experience of working in or with the third sector  Significant senior experience in a related role  Significant experience of operating in a senior leadership position	Managing services  Service user participation and consultation

	<p>Knowledge of the impact of domestic abuse and associated trauma and its origins</p> <p>Ability to lead change and improvement programmes in a way that secures buy in</p> <p>Experience of contributing to income generation including fundraising applications, proposals and bids and the fulfilment of funder requirements</p> <p>Managing resources effectively and setting and reporting on budgets</p> <p>Financial planning, fundraising, and organisational governance</p> <p>Monitoring, evaluation and quality assurance processes</p> <p>Partnership working/ liaison with external agencies</p> <p>Implementing workplace policy &amp; procedure</p> <p>Managing HR systems and managing Health &amp; Safety requirements</p> <p>Experience of writing and updating websites and social media accounts and leading organisational communications</p> <p>Experience of partnership working and managing relationships with a range of agencies, funders and influencers</p> <p>Experience of working closely with a Board or equivalent, advising and guiding robust decision making</p>	
Skills	Visionary and strategic thinker	Public speaking/ training or awareness-raising

	<p>Excellent communicator and public representative</p> <p>Financially literate and confident with budgets</p> <p>Committed to feminist leadership and collaboration</p> <p>Skilled in developing and maintaining good working relationships</p> <p>Able to prioritise and manage time effectively</p> <p>Able to produce accurate, high quality written work</p>	
Knowledge	<p>Third sector governance – knowledge of OSCR and Companies House</p> <p>Risk Assessments</p> <p>Good knowledge and understanding of the relevant legislation</p> <p>Understanding of domestic abuse</p>	<p>Local and national policy context that affects domestic abuse services</p> <p>Understanding of local and national government policy framework in relation to domestic abuse, and of the gendered analysis of domestic abuse</p> <p>Care Inspectorate and SSSC</p>
Personal attributes	<p>Commitment to the gendered analysis of domestic abuse</p> <p>Integrity</p> <p>Strong feminist principles</p> <p>Committed to the values, aims and objectives of MDWA</p>	<p>Passionate about gender equality and social justice</p> <p>Committed to trauma-informed and survivor-led principles</p>