# BWC APPLICATION PACK

Thank you for your interest in a position with BWC (Brighton Women’s Centre).

In this pack, you will find:

* **Equalities and Data Protection Statement**
* **Staff Commitments**
* **Job Description**
* **Person Specification**

The Application Form and Equalities Form are included in a separate document which is the portion which will need to be returned to us.

Please be aware that all applicants must be able to legally work within the UK for the maximum term of the contract and that relevant documentation must be provided at interview in the form of a current visa or similar.

Application should be submitted via email to [admin@womenscentre.org.uk](mailto:admin@womenscentre.org.uk) by the date shown on the advertisement. Please quote the job title on the subject of the email.

For those who would prefer to handwrite their application, the application form can be printed from the website and returned via post to:

BWC

22 Richmond Place Brighton

BN2 9NA

We do not accept CVs in place of an application form, although CVs can be submitted alongside an application if you wish. The application form will be used to shortlist, and so all essential information contained within your CV which you wish to be taken into consideration, should be entered on the application form to ensure it is taken into account.

Specific examples of how you meet all essential and desirable criteria in the person specification should be stated in your application, as this will form the main basis of the short-listing process. The short-listing panel will also look for examples of how your experience broadly matches the requirements of the job description, although it is not necessary to give examples for each point of the job description, in the same way that it is for the person specification.

If you do not receive a response within two weeks of the closing date, please assume that on this occasion, you have not been shortlisted. We regret that due to resources and volume of applications, we are unable to write to unsuccessful applicants, but we do welcome future applications.

Further information about BWC can be obtained on our website [www.womenscentre.org.uk](http://www.womenscentre.org.uk/)

Good luck in your application and thank you for your interest in BWC

# EQUALITY AND DIVERSITY IN RECRUITMENT

BWC is committed to inclusion and diversity and welcomes applications from people with relevant life as well as professional experience, and those with disabilities who are currently underrepresented in the organisation. People from Black and Minoritised Ethnic communities are underrepresented in our organisation, and we particularly welcome applications from this group.

BWC is committed to promoting fairness and equality in all of its practices and to eliminating the potential for any form of discrimination to arise. As part of the recruitment process the name, contact details, the details of referees and the page with the Equalities Form will be all removed from your application and your application will be given an application number before forwarding on to the short- listing stage. At least two people will individually score the application. The candidates who have the highest combined score above a set level will be selected for interview.

There may be a written or practical test at interview. In accordance with the Equalities Act 2010, should you require any reasonable adjustments to be made to support you in the interview process, please contact: [admin@womenscentre.org.uk](mailto:admin@womenscentre.org.uk) prior to interview.

# DATA PROTECTION ACT 2018

BWC is committed to complying with the GDPR and the DPA 2018. We only use your information for the purposes specified on this form and detailed in our Privacy Notice. Please note that your application form will be stored securely, and the information you have provided will not be disclosed to any outside agency unless we are obliged to do so. Forms from successful applicants will be used as a basis for the personnel record. Forms from unsuccessful applicants will be destroyed after one year, with the exception of forms from applicants who have consented for their

details to be held on file for future vacancies; these forms will be held for a further six months.

# BWC STAFF COMMITMENTS

## All staff will be committed to:

1. Ensure that appropriate information, advice, and support is made available to women and children using the service, including where necessary therapeutic help and counselling.
2. Protect the interests of the children using the service, having full regard to their educational, childcare, health, leisure, and child protection needs.
3. Identify and respond to the needs of women and children using the service, promoting working practices which enable women to gain strength and confidence and to make informed choices about their lives.
4. Share a commitment to and responsibility for work which extends and develops BWC services according to our stated aims.
5. Ensure women are informed of services provided by other agencies, where appropriate referred to them, and supported in their dealings with them.
6. Uphold our equal opportunities policy and agreed anti-discriminatory practice guidelines.
7. Ensure that all staff and service users are aware of BWC's policies, rules, and complaints procedures, and that these are upheld and implemented.
8. A commitment to treat all staff and volunteers equally and with respect.
9. Maintain good relations with the local community, and with relevant women's and community groups, striving to learn from them and, in line with the Objects of BWC, meet their needs as they see them.
10. Uphold health and safety standards, providing a clean and safe environment for users of the service and staff, and taking adequate precautions to maintain users' and staff's personal safety.
11. Ensure that appropriate boundaries are always maintained between service users and staff, that service users' privacy is respected, and that staff's personal contact details are not revealed.
12. Have a firm commitment to working within the organisation’s feminist

theoretical perspective.

# JOB DESCRIPTION

**Job title:** Head of Services (Maternity Cover)

**Employer:** BWC (Brighton Women’s Centre) **Registered address:** 22 Richmond Place, Brighton, BN2 9NA **Responsible to:** Director

**Working hours:** 28 hours per week. Some out of hour's work will be

required. Travel will be expected **Work location:** Brighton and Hove and Sussex **Contract:** Fixed-Term 12 Months

**Salary:** £30,312 per annum (£37,890 FTE)

## Job summary

As Head of Services, you will play a key role in the high-quality leadership and management of BWC’s operational objectives and support the Director with strategic objectives, both of which aim to improve trauma informed policy and practice in relation to women living with multiple disadvantages. The key attributes we are seeking are excellent interpersonal skills, a can-do attitude as well as the experience and confidence to oversee a wide range of and operational and strategic objectives. As part of the Senior Management Team, the Head of Services will contribute to ensuring long term sustainability of the organisation via effective management of BWC’s’ contracts and development and leadership of new projects and services. The role will

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deputise for the Director as required. We are looking for a dynamic, forward-thinking woman to work with us as we consolidate and build on BWC’s successes.

**This post is exempt under Schedule 9, Part 1 Paragraph 1 of the 2010 Equalities Act and subject to an enhanced level DBS check**

# DUTIES AND KEY RESPONSIBILITIES

## Leadership and Oversight

* Provide operational oversight of all BWC’s trauma informed services to ensure they are fit for purpose, responsive to need, and bring about meaningful change
* To lead on embedding BWC’s values and trauma-informed methodologies across the whole organisation
* Lead the development and management of effective service governance, quality assurance and auditing systems, policies, and processes, including on equality, diversity, and inclusion
* To act as Safeguarding Lead, providing a key point of contact for staff and managers around matters of safeguarding adults and children, ensuring values and rights-based safeguarding are upheld alongside following and updating protocols and policies.
* Establish and maintain effective external partnerships, supporting BWC to meet strategic and operational goals

## Fundraising and Business Planning

* Lead on effective organisational development planning for all services
* Continue to develop an evidence base demonstrating the need for and the impact of our services, including case studies and other evidence to illustrate the value of our work.
* Build and maintain strong relationships with commissioners and funders
* Identify relevant fundraising opportunities and prepare funding applications in collaboration with the Director and Service Leads to support the long-term sustainability of existing and new services

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* + Monitor delegated budget responsibility, ensuring services operate within budgets and any variations are identified and reviewed

## Monitoring and Evaluation

* Lead on the development, implementation, and management of BWC’s monitoring and evaluation systems and processes to evidence need, reach and impact
* Oversee performance management of services, ensuring they meet stakeholder requirements and quality standards, including implementing quality marks
* Oversee funding agreements/contracts by ensuring reports are produced in a timely manner, attending contract management meetings in order that the service meets contractual, administrative, and financial requirements
* Oversee systems and processes for obtaining regular feedback from stakeholders, including beneficiaries, to inform and improve service delivery
* Prepare and present accurate and timely reports to the Director and the Board, as required

## Senior Management of Services

* Provide Senior Management support to all services including planning, implementation, management, and evaluation
* Ensure all relevant service risk assessments are in place, including reporting on risks to the Risk Sub Committee of the Board of Trustees.
* Understand implications of health and safety legislation and work with the Office Manager to ensure appropriate strategies/policies are in place to deal with these
* Oversee relationships with commissioners and funders, including identifying risks, and assessing and ensuring performance requirements are met
* Strategic and operational oversight of staff recruitment and management, ensuring compliance with BWC’s policies, procedures, quality standards and values
* Work with the Director and Service Leads to position BWC for successful re- tendering, continuation funding or exit arrangements, as appropriate

## Staff Management

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* Demonstrate to staff that they are valued by BWC, foster good working relationships across the organisation and build a fair and open management culture that is focussed on learning and development for the whole staff team
* Adopt a strategic approach to staff resourcing and management, planning for sufficient staff with the skills and competencies to provide high quality, trauma-informed services
* Effectively manage a dispersed team ensuring team cohesion and consistency in approach and practice and developing and overseeing a staff training and development plan
* Line manage direct reports and ensure that all staff receive regular trauma informed support, supervision and performance review, training, and development in line with BWC policies and procedures
* Ensure regular communication between team members and that information flows effectively across the organisation. Specifically ensuring staff are consulted, kept informed and updated on strategic communications from the Director and BWC Board of Trustees
* Hold responsibility for policies and procedures relating to service delivery in collaboration with the Director and Service Leads
* Work with and delegate for the Director and HR on employee relation issues as necessary

## General Responsibilities

* + Represent and be an ambassador for BWC
  + Support and embody the mission, ethos, and values of BWC
  + Deputise for the Director as required, both internally and externally
  + Be flexible and carry out other associated duties as may arise, develop, or be assigned in line with the broad remit of the position
  + Maintain and improve competencies through continuous professional development
  + Abide by all organisational policies, codes of conduct and practices
  + Support and promote inclusion, diversity, and equality of opportunity in the workplace
  + Treat with confidentiality any personal, private, or sensitive information about individual organisations and or clients or staff and project data

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## PERSON SPECIFICATION: Head of Services

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| --- | --- |
| **Experience** | |
| 1. Experience leading and managing service delivery, preferably in  the charity sector and in services for women and/or in the criminal justice system | E |
| 2. Experience of trauma informed practice | E |
| 3. Experience leading, motivating, and developing staff and responding to complex staffing issues | E |
| 4. Experience of strategic and operational planning, bid writing  and contract management, as well as implementing organisational change | E |
| 5. Experience developing and implementing best practice and strategies on equality, diversity, and inclusion, as well as co- production | E |
| 6. Safeguarding Lead experience | E |
| **Knowledge** | |
| 7. Thorough knowledge of the role of the voluntary sector in addressing social exclusion, including the issues impacting on women entering the Criminal Justice System, experiencing  homelessness and multiple disadvantages | D |
| 8. A thorough understanding of the practical operations of performance and quality requirements in contracts, including risk management systems, embedding monitoring & evaluation  systems and auditing service quality and performance | E |
| 9. A thorough understanding of the regulatory environment in relation to BWC’s services, including data protection, HR,  equality and, safeguarding policies and practices. | D |
| **Skills** | |
| 10. Proven ability in strategic planning and the ability to translate  strategy into achievable goals | E |
| 11. Strong spoken and written communication, influencing and negotiation skills with the ability to communicate with, develop and maintain constructive working relationships with a wide  range of people using excellent interpersonal and communication skills | E |
| 12. Excellent organisational skills with the ability to prioritise both  your own work and that of others, as well as troubleshoot difficult situations and be resilient under pressure | E |
| 13. A desire to respond quickly and positively to change, continuously improve performance by learning quickly from  mistakes, celebrate successes and constantly develop people and processes | E |
| 14. Good IT skills, with fluent use of standard office equipment including word processing, databases, and spreadsheets | E |
| **Other Requirements** | |

|  |  |
| --- | --- |
| 15. A commitment to the values of asset-based empowerment, social justice, feminism, and abolition which underpin all the  work undertaken by BWC | E |
| 16. Commitment to anti-discriminatory practice and equal opportunities. An ability to apply awareness of equality,  diversity, and inclusion issues to all areas of work | E |
| 17. Able to work some evenings or weekends and stay overnight where necessary | E |
| 18. Able to travel locally, regionally, and nationally as required | E |

E= Essential criteria D=Desirable criteria

***These criteria will be used for assessing applicants through both application form and interview. Please ensure you address all points.***

Appendix

## About BWC:

BWC delivers women centred services. We recognise that the women we support have complex and interrelated needs, with high incidences of trauma and abuse. We recognise women are the experts of their experience and ensure our services are co- produced and are based on what women tell us they need. Our approach is relational, holistic, and practical and takes account of the complexity of women’s circumstances, background, and experiences.

BWC have been delivering services to women for over forty-five years. We have extensive understanding of supporting women living with multiple disadvantages to become empowered to turn their lives around: Leading the award winning Inspire project for women in the Criminal Justice System since 2009 and the Women’s Accommodation Support Service since 2015.

BWC are part of a national network of women’s centres and gender responsive providers committed to identifying best practice in ensuring women and girls with vulnerabilities can access the right support, in the right place, at the right time.

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BWC works in partnership with a variety of other organisations both statutory and voluntary.

*This post is exempt from the Rehabilitation of Offenders Act (1974) as it involves access to vulnerable adults and/or children and successful applicants will be required to undertake an enhanced level Disclosure & Barring Service*

*Check. Applicants must be prepared to disclose any convictions they may have and any orders which have been made against them. Our organisation is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment.*

*This post is restricted to women only as a genuine occupational requirement under Schedule 9 paragraph 1, Equality Act 2010.*