

**BWC APPLICATION PACK**

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

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 **hr@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 forms, 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 & DIVERSITY IN RECRUITMENT**

BWC is committed to inclusion and diversity and welcomes applications from people with relevant life as well as professional experience. 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: [hr@womenscentre.org.uk](mailto:hr@womenscentre.org.uk) prior to interview.

**\*This post is restricted to self-identifying women only as a genuine occupational requirement under Schedule 9 paragraph 1, Equality Act 2010 and is subject to an enhanced DBS check.**

**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.

BW**C** **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 also taking adequate precautions to maintain users' and staff's personal safety.
11. Ensure that appropriate boundaries are maintained between service users and staff at all times, 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**

**EMPLOYER:** Brighton Women’s Centre

**ADDRESS:** 22 Richmond Place

**JOB TITLE:** Support Services Manager

**RESPONSIBLE TO:** Head of Services

**RESPONSIBLE FOR:** Support Services Team

**SALARY GRADE:** £35,182.58 FTE pro rata (Actual Salary 25.5 hrs £25,633.02)

**WORKING HOURS:** 25.5 hrs per week. Core working hours must include: Mondays 5 – 9pm, Wednesdays 1-5pm & Thursdays 9am – 1pm

**SPECIAL CONDITIONS:** Some out of hours work may be required. Local travel will be expected.

**CONTRACT:** Maternity Cover: August 2025 - August 2026

**Job Context**

**BWC Support Services** deliver open-access support for women via drop-in Hubs, a weekly Food Bank and Email. In line with BWC values, we adopt a relational, trauma responsive, asset based approach. Support Services support women across a range of underlying needs with the overarching aim of improving wellbeing, reducing isolation and improving their access to a range of services.

Our service model consists of three Weekly Women’s Hubs where women can access professional support, information and advice, positive peer relationships and well-being activities in safe women only spaces across three neighbourhoods in Brighton & Hove. In recognition of the high percentage of women attending Hubs who have experiences of Domestic and Sexual Abuse we have received funding to provide support for victims and survivors of violence through our specialist Senior Practitioner who provides a Domestic Abuse Casework service to women accessing the Hubs. A weekly Food Bank operates alongside one of the Hubs, supporting up to 70 households across a fortnightly rotation. Support Services also oversee BWC’s Support email inbox, which acts as a source of information or front door to the organisation for Service Users and professionals alike. Services are delivered by a combination of staff and volunteers

Work will be informed by BWC’s values, policies and procedures at all times.

**Job Summary**

You will be responsible for the consistent delivery of high quality safe Women’s Hubs, Food Bank, Support Inbox and Domestic Abuse casework services. You will lead on developing and managing the work of the team, building relationships with key stakeholders and partner agencies in addition to a range of service providers.

Alongside the Head of Services, you will lead on the development and implementation of the service’s business plan, ensuring the vision and values of BWC are embedded within all aspects of delivery.

You will be responsible for the day-to-day operation of the Support Services team ensuring it operates in line with BWC policies, statutory requirements, operational delivery plan and budgets, specific budgetary and monitoring requirements of funders and partner agencies. You will also be responsible for overseeing the successful completion of monthly, quarterly and yearly monitoring as required. The role includes the line management of staff and volunteers as well as overseeing Domestic Abuse case management for one staff member and advising the team on complex cases.

You will recruit and train volunteers who will provide a frontline service to women accessing our Hubs and Food Bank. Volunteers will work alongside Support Services staff to support women to reach their potential in leading fulfilling and empowered lives.

You will take part in the on-call Management Cover rota providing support and advice to staff around safeguarding issues.

**Duties and Key Responsibilities:**

**Service model development and implementation**

* To manage the day-to-day running of the services, the including Women’s Hubs, Food Bank and Support Inbox.
* To ensure that Hub and Food Bank sessions are adequately staffed and facilitated, and that the Food Bank has sufficient food stock levels to operate.
* To work collaboratively with other Service Leads to ensure that Service Users are supported to access a range of BWC services as appropriate.
* Develop positive and mutually supportive stakeholder and networking relationships.
* To undertake consultation with key stakeholders regarding service development and innovations in the service.
* To keep up-to-date with local and national good practice, innovation and policy development for Hub and Food Bank services.
* To liaise with partnership agencies providing workers co-located at BWC and to coordinate the smooth running of this provision.

**People Management**

* To lead, manage and motivate the Support Services team.
* To be a credible role model to staff and volunteers throughout BWC, developing a culture of learning and development, embodying BWC’s vision and values.
* Ensure that all staff within the service receive regular support and guidance through a variety of mechanisms including regular managerial and clinical supervision, reflective practice, and opportunities for learning and development.
* To recruit and supervise Volunteers who will provide one-to-one and group-based emotional and practical support to women accessing the services.
* To monitor Volunteer numbers and deliver the Volunteer induction training programme twice per year.
* Ensure regular communication between team members and ensure that information flows effectively.
* Regularly review allocation of resources in line with the demands of the services.
* Be competent and confident in addressing areas of underperformance and robustly managing these to maintain service standards.

**Operational Management**

* Be aware of agreed standards and requirements of contracts and expectations of delivery, including partnership agreements and to ensure funder requirements are met.
* Ensure appropriate systems of monitoring and recording are in place, identify gaps in monitoring systems and suggest solutions.
* With the management team ensure compliance with legislation and all BWC policies, including equality legislation and data protection.
* Ensure that service-user involvement is given appropriate significance throughout service activities and that service-user views are given prominence and consideration

**Financial Management**

* Have a broad understanding of financial issues as they relate to the service and Brighton Women’s Centre.
* Ensure all policies and procedures relating to finance are adhered to.
* Understand finance reports in so far as these relate to individual projects / funders requirements.

**Risk Management**

* To provide advice and guidance on cases, particularly in relation to adults at risk and safeguarding children.
* Understand implications of health and safety legislation and ensure appropriate strategies/policies are in place to deal with these.
* Be able to conduct and review formal risk assessments and identify ways of managing and mitigating these risks.
* Adhere to safe systems of working both within the project and externally in line with partners’ policies and agreed protocols.
* Where required undertake reporting as appropriate in line with internal policies and legislation.

**General Duties and Responsibilities**

* Work flexibly in line with organisational needs (to include occasional evenings in addition to core working hours).
* Be physically able to undertake the role which includes travel to different sites across Brighton & Hove.
* Promote a healthy and cohesive work environment.
* To use information technology, including Email, Word, Excel and databases as part of case management.
* Thorough understanding of, and commitment to Equalities, Diversity, Inclusion and Belonging.

The list of duties in the job description should not be regarded as exclusive or exhaustive. There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be required.

**PERSON SPECIFICATION**

**Qualifications and Knowledge**

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| --- | --- |
| **Experience** | **Essential/ Desirable** |
| Knowledge and detailed understanding of the issues relating to women and children who have experienced multiple disadvantage | Essential |
| Understanding of Trauma Informed approaches in relation to working with women who use our services and supporting staff | Essential |
| Significant previous management / supervisory experience in the voluntary or statutory sector ideally in a women’s organisation | Desirable |
| Experience leading a team including managing performance effectively | Essential |
| Experience in dealing with safeguarding issues relating to children and vulnerable adults | Essential |
| Experience of delivering a range of interventions to women who have experienced multiple disadvantage | Desirable |
| Experience of managing budgets | Desirable |
| Experience of developing, reviewing and implementing policies and procedures | Essential |
| Leadership skills – ability to motivate and manage a team of staff and volunteers across a range of service areas | Essential |
| Well-developed monitoring and evaluation skills including use of IT databases | Essential |
| Ability to work within a multi-disciplinary team and independently | Essential |
| Ability to work constructively with other agencies / professionals | Essential |
| Understanding of individual and organisational human resource issues and team dynamics | Essential |
| Excellent written and verbal communication skills | Essential |
| Proven time management and prioritisation skills and ability to work under pressure | Essential |
| Computer literacy | Essential |
| Understanding of and commitment to working within an equality, diversity, inclusion and belonging framework | Essential |
| Dynamic and flexible approach to challenges and opportunities presented by this post | Essential |
| Constructive and solution focussed attitude | Essential |
| Understanding of and commitment to BWC’s values – intersectional feminism, trans-inclusive, trauma-informed | Essential |

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

*BWC periodically reviews job descriptions to ensure that they reflect the requirements of the role as the service develops. This procedure is conducted by the Director in full consultation with the jobholder in line with best practice employment guidelines.*

*This post has been identified as involving access to vulnerable adults and/or children and successful applicants will be required to undertake an enhanced level Disclosure & Barring Service Check.*

*Probationary period: All posts within Brighton Women’s Centre are subject to a three month probationary period.*

*This post is exempt from the Rehabilitation of Offenders Act (1974). 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 exempt under Schedule 9 pt.1 of the Equality Act 2010*

**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 with multiple and complex needs 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 complex needs can access the right support in the right place at the right time.

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