



## **Citizens Advice Waverley**

### **Job Description**

<b>Post:</b>	<b>Business Manager South West Surrey Domestic Abuse Service</b>
<b>Salary:</b>	<b>£27,000 pro-rata</b>
<b>Hours:</b>	<b>3 days (22.5 hours) per week</b>
<b>Reporting to:</b>	<b>Chief Executive Officer</b>

#### **Purpose of the post:**

To provide day to day operational management support to the Chief Executive Officer.

To deliver South West Surrey Domestic Abuse Service's business function ensuring effective and efficient use of resources.

#### **Main Duties & Responsibilities**

##### Business Management

- Plan, organise and prioritise operations within relevant contracts to ensure maximum efficiencies/utilisation of all resources.
- Support capacity planning and resourcing to ensure capacity is appropriate to deal with the demands on the service.
- Escalate to the Chief Executive where performance is at risk and help implement changes to processes and systems to ensure corrective actions are taken.
- Work closely with the Chief Executive to develop the long term strategy and business plan for the service.
- Ensure that the service has appropriate policies and procedures in place, that policies are kept up to date in accordance with legislation and internal requirements and are reviewed and approved as required.
- Develop an effective fundraising strategy to maximise income.

##### Information Management

- Manage and develop the use of the domestic abuse case management system.
- Manage the implementation of system upgrades and new functionality for the domestic abuse case management system.

- Oversee the collection, management and presentation of data.
- Take the lead for SLA monitoring, developing an expertise and understanding of targets and outcome measures.
- Produce and submit reports to the Trustee Board ensuring that all KPI data gathered is accurate and up to date.
- Develop ad hoc data extracts to meet the requirements of the organisation and external stakeholders.
- Deliver training on the domestic abuse case management systems.
- Ensure digital record keeping processes are robust and consistently applied across the service.
- Undertake a monthly casenote audit ensuring compliance with record keeping standards.
- Monitor the use of the domestic abuse case management system, ensuring adherence to legal requirements and best practice in line with relevant policies and government legislation.

#### Human Resources

- Responsible for reporting all staff changes to HR and Payroll departments, as appropriate eg starters, leavers, additional hours etc.
- Responsible for maintaining staff succession plans.
- Deliver effective and professional focused briefings and supervision meetings with staff and ensure that information, reporting and communications flow up/down is effective.
- Develop and maintain excellent internal management relationships with all Citizens Advice Waverley functions, ensuring sharing of best practice and supporting initiatives to improve organisational performance.
- Ensure that all safeguarding cases are managed in line with safeguarding protocols and are reported to the Chief Executive.

#### Deputising for the Chief Executive; Networking and Awareness Raising

- Deputise for the Chief Executive as required and represent the service at meetings with partner agencies.
- Build relationships with stakeholders, the public, business and local organisations.
- Liaise with external agencies as necessary to raise awareness of survivor issues and to develop/improve referral systems where required.

#### General

- Carry out any other task within the scope of the post to ensure the effective delivery and development of the service.

## **Person Specification**

### **Experience**

- Proven experience of working in a senior management/leadership role in the charity or service sectors.
- Experience in leading changes in practice in a complex environment to improve services.
- Experience of setting up and configuring information systems and associated functionality.
- Experience in managing IT systems.
- Experience in change management.
- Demonstrable experience in improving data quality and in using data reports/metrics to drive business performance.

### **Knowledge**

- Knowledge of business planning process including metrics/KPI setting and reporting.
- Understanding of change management.
- Ability to use IT systems including Microsoft Office.
- Demonstrable knowledge of service improvement and project management methodologies.
- Knowledge of risk management and governance frameworks.

### **Skills**

- Experience in the extraction, analysis and presentation of data from large, complex datasets.
- Skilled in using data query tools, spreadsheets and databases.
- Ability to retrieve and process data from a variety of systems, understand the data structures within the systems and join extracted datasets into uniform outputs.
- Ability to perform complex data processing which requires data interpretation.
- High level of numeracy.
- Ability to respond to unexpected demands.
- Ability to work independently.
- Strong communication skills both written and verbal.
- Ability to provide and receive complex information and use persuasion, influencing and negotiation with individuals and groups including stakeholders.
- Ability to organise and prioritise own workload and adjust plans as required both in the short and long term.
- Ability to utilise interpersonal skills to build and maintain relationships with staff at all levels.
- Ability to use own judgement to seek advice or refer issues upwards when unsure of the appropriate response.
- Ability to work flexibly to meet the demands of the role.