



## **VOICES Executive Officer Job Pack**

### **About VOICES**

VOICES was founded in 2014 by a group of women who had experienced domestic abuse and who became aware that there was very little available for survivors and their families in terms of post-separation support, and few opportunities for people with lived experience to influence and improve policy and services. Details of the charity's founding principles and values can be seen on our website <https://www.voicescharity.org/>

VOICES has progressed to become a nationally relevant centre of excellence in trauma recovery after domestic abuse, with a growing range of trauma-informed, holistic services with and for survivors, and provides a platform for people with lived experience to be involved in research and training development. In January 2022, the charity's vision of a Safe Space Centre where survivors of domestic and sexual abuse can receive specialist, multi-faceted support became a reality when it acquired dedicated premises in Bath.

### **VOICES Values Framework**

Lived experience is at the heart of all we do. Our approach is strengths-based, person-centred and recovery-focused. We subscribe to the No Them and Us approach, as Domestic Abuse can affect anyone and can inform and enrich the approaches of professionals and volunteers working with VOICES. We believe that an understanding of the long-term impacts of trauma and injustice/re-traumatisation through systemic or professional responses is essential for VOICES to provide a trauma-informed environment for clients, staff, trustees and volunteers. We recognise that intersectional factors, involving e.g. race, ethnicity, gender, disability, neurodiversity, faith and age compound barriers to support and recovery, and also create unique circumstances for the person or group that are more than the sum of their characteristics or labels. We want everyone to feel safe and welcome in our organisational space and to this end, we strive to uphold inclusivity, equity, equality and diversity.

Our principal focus as a charity founded by and for women impacted by domestic abuse is to create a Centre of Excellence, with physical premises that address the specific needs of women and girls impacted by domestic abuse first and foremost, while championing all survivors' needs for appropriate and timely support and empowerment after abuse and working with partners to achieve this. VOICES believes in creating a working environment of mutual respect and compassion. Providing supervision and support for staff and volunteers is seen as essential to ensure the wellbeing of all. VOICES strives to provide a working environment that is supportive of staff who have parenting and caring responsibilities and is flexible and inclusive. The volunteer and consultation work should be as effective as possible in providing routes into working with the charity and promoting the empowerment of those with lived experience.

The development model for VOICES aims to enable effective team work and line management as well as collaborative ways of working. The growth model for VOICES prioritises the development of a unique combination of services - lived experience-based training & consultation and peer support alongside holistic, long-term support for clients. This reflects our understanding that the lived experience of service users must inform policy makers and services if the response to domestic abuse is to improve and meet the needs of those affected

## Job Description and Person Specification

<b>Job Title:</b>	<b>Executive Officer</b>
<b>Location:</b>	<b>Hybrid working: a combination of working from home and office based</b>
<b>Responsible to:</b>	<b>Chief Executive</b>
<b>Contract:</b>	<b>Permanent</b>
<b>Hours:</b>	<b>Part-time, 25-30 hours per week (open to flexible working / job sharing)</b>
<b>Salary:</b>	<b>£27-28,000 FTE per annum depending on experience</b>
<b>Benefits:</b>	<b>25 days FTE holiday plus bank holidays, pension scheme, staff Wellness fund.</b>
<b>Closing date:</b>	<b>5pm 31st August 2022. Please send a CV and covering letter setting out your interest in the role to Ursula Lindenberg, ursula@voicescharity.org</b> <b>Interviews to be held between 1-5pm on 6, 7 &amp; 8 September 2022.</b>
<b>Start date:</b>	<b>As soon as possible</b>

### Job Brief

While client facing services are mature and well established, VOICES has developed to a point where the CEO needs assistance to further develop the Charity and her core team require more structured organisational support. To meet this need, we are looking for the right person to join our small team. The role represents an exciting development opportunity for someone looking to develop their own skill set, working with the CEO and the team on the further development of VOICES' whole-picture service and whole-system change ambitions, and helping to grow and develop the culture of VOICES as a service that has the voices of those with lived experience of domestic abuse at its heart.

The work will be varied, ranging from providing day-to-day operational management, coordinating the running of our new Centre and supporting advancement of our relationship with partners. A key area of responsibility will be ensuring that the Centre provides a working and service environment that promotes wellbeing, trauma recovery and safety and that this is supported by local authority, statutory and community representatives.

The role has a varied remit due to the size of the charity, and applicants may not have experience of all of the areas of work included in the job description. In-person support with the role and access to training will be provided by the charity as required.

### EEDI statement

VOICES is fully supportive of equality, equity, diversity and inclusion in the workplace and encourages applications from qualified people with protected characteristics and/or lived experience of domestic abuse.

Due to the nature of the services delivered by VOICES in our Safe Space Centre, this role is restricted to female applicants only in accordance with the provisions of the occupational requirement (Equality Act 2010, pursuant to Schedule 9, Part 1)

Any offer of employment is conditional on the following:

Satisfactory results obtained from a criminal record check; Satisfactory responses from reference requests; Eligibility to work in the UK

### Person Specification

#### Essential

Our ideal candidate must be able to work on their own initiative. They will have good communication skills and be well-versed in organisational administration, with competence in MSOffice (Word, PowerPoint, Excel). They will also be keen (and supported) to expand their own business and managerial competence by developing their understanding of charitable business processes, fundraising and strategy development.

But just as importantly, they will have a passion for VOICES' transformative recovery and survivor voice work, and the compassion, interpersonal ability, flexibility and empathy to fit in with and support our cohesive team, and to manage the daily operation of the charity within the Centre. They will bring these attributes to benefit their colleagues but also our volunteers and clients in a way which reflects VOICES' unique vision and culture.

The successful candidate will need to support the development of both our administrative and business functions. They will be responsible for ensuring the smooth operation of the charity's affairs, including the administration of charity records and resources; money, people, information technology and the premises. They will manage this with integrity and accountability, ensuring compliance with charitable and other legislative guidelines.

### **Desirable**

Experience in HR and business development, ideally within a developing charity setting.  
Lived experience of domestic abuse is welcomed as a source of insight and potential asset in carrying out the role.

Diversity of experience, circumstance and background is welcomed. VOICES is actively seeking to increase the diversity of the staff team.

### **Executive Officer day-to-day duties and responsibilities:**

Note: This job description may be updated from time to time to reflect the on-going development of VOICES.

### **General Duties**

Oversee and develop systems and processes for VOICES day-to-day administration and a 'light touch' governance framework to manage the charity, ensuring VOICES meets its legal and statutory obligations, including for Health and Safety.

Oversee the safety and security of personnel and premises.

Introduce a cost-effective facilities management plan for delivery of repairs and maintenance services outside the Landlord's responsibility.

Coordinating with Trustees, preparation of papers for Board meetings.

Be responsible for developing and maintaining relationships with partner organisations in relation to premises and working relationships, contractual and commissioning arrangements, in conjunction with Head of Services where applicable

Work with the Head of Services to understand and manage the scheduling of space use to ensure appropriate requirements for confidentiality and women-only spaces are met.

Provide guidance and support to the new Centre Administrator/Receptionist.

Ensure the building is welcoming and accessible to all clients and that a trauma-informed service provision approach is reflected in the management of the physical working space.

Develop organisational resilience planning with senior management.

Any other duties required to ensure the smooth running of the charity

### **People Support**

Ensure systematic support to sustain development, fair employment, equal opportunities and inclusion

Ensure fair and consistent application of all HR policies and procedures, including those related to wellbeing, absence, personal development, discipline and grievance

Manage personnel records (sickness, holiday, TOIL, training etc) and ensure all staff have appropriate checks and training evidence in place (working with CEO and Head of Services)

Contribute to and help implement strategies that support team well-being, personal development and resilience

Contribute to and help implement processes that enable the team and our volunteers to focus on achieving VOICES mission and aims

Seek advice from professional HR advisers as/when required for non-routine people related issues in partnership with employees' line manager

Maintain Trustee records

### **Finance**

Work with the Finance trustee and CEO to ensure appropriate finance governance is in place (scheme of delegation, reserves policy, procurement policy etc)

Support the CEO and finance administrator with the management of charity finances and delegations, ensuring the smooth running of day to day operational cash flow e.g. petty cash and other finance matters, in line with VOICES' finance policies and processes.

Maintain a simple dashboard linked to a Risk Register to enable the CEO and Board of Trustees to better track operational risks and to demonstrate the charity's development

### **CEO Support**

Assist the CEO in matters relating to the development of VOICES, the development of a fundraising and marketing plan, preparing grant applications including provision of costing information,

preparation of a narrative Trustees' report for the annual accounts, preparation for any external or internal visits, and building relationships across local and national DA services.

**Confidential Matters**

Ensure that all staff, volunteers, service users and other contacts are aware of the importance of protecting confidential information about the premises, staff and service users