

JOB DESCRIPTION:

Head of Policy & Survivor Services

Reports to: Director of Delivery

Salary: Grade 6

Main Purpose of Post

The Head of Policy & Survivor Services leads and manages two aligned groups of services, ensuring the Policy team drives a VAWG sector-focused agenda underpinned by current, evidence-based research that strengthens and supports the organisation's strategic direction. To ensure a clear, strategic programme of work to deliver local influencing to the benefit of members and to generate income. To manage the Survivor Engagement Lead in maximising the impact of the Experts by Experience group and broader survivor engagement work. To manage the Survivor Engagement lead in optimising the support and focus of the Experts by Experience group and wider work with survivors. To oversee the delivery of a Survivor Services function that provides assessment of survivor facing services, direct support and advice and the alignment of opportunities to gain insight through survivor voice

To support the integration and strategic connection between these services and others across the organisation, ensuring a clear focus on income generation and quality, and strong alignment with Women's Aid's strategic objectives. To model professionalism and maintain a relentless focus on expanding the reach and influence of Women's Aid, setting and upholding high standards across all areas of responsibility.

To represent Women's Aid at key events building the reputation of the organisation as a sector leader in all areas of the mission to eliminate domestic abuse.

Duties and Key Responsibilities

Strategic

- Working closely with the Director of Delivery to develop and implement an integrated business plan that aligns with Women's Aids goals, values, and target audience.
- Support effective strategies and campaigns to deliver change against our vision, mission and strategic objective to increase income, working closely with the extended senior leadership team.
- Work closely with other senior colleagues to agree priorities for the team that align to the wider organisational strategy.

- Ensure the quality, effectiveness, delivery and sustainability of Women's Aid's survivor services.
- Lead on and champion the role of Policy and Practice in providing an evidence-based challenge to wider societal awareness and perceptions about domestic abuse, giving survivor and member voice primacy.
- Develop and deliver an evolved influencing plan for the benefit of members and to generate income.
- Work with the Income and Engagement Directorate to develop a comprehensive set of reporting including KPIs to deliver insight and analysis, which improves the effectiveness and impact of income generation activities.
- To work closely with the Head of Membership, Research & Evaluation to engage Member Organisations in key policy initiatives that support their resilience and sustainability and champion the role of Domestic Abuse specialist services.

Operational

- Collaborate closely with cross-functional teams to ensure alignment with overall business objectives and priorities.
- Consider and mitigate the equality, diversity and inclusion impact of all key decisions.
- Collaborate closely with the research team to support a consistent focus on the needs of the specialist domestic abuse sector and the needs of adult and child survivors so that Women's Aid England remains both relevant and influential in wider policy and legislative decision making.
- Support income generation in both specialist areas by adopting an audience centric approach.
- Contribute to the organisation's storytelling ability to connect our cause with all key stakeholders and audiences.
- Ensure a consistent professional dialogue with member services in close collaboration with the membership function.
- Ensure that Policy activities are grounded in what is learnt from survivor voice
- Represent the organisation at key events and opportunities to influence and shape public policy, ensuring that WAFE remains a relevant and influential voice in the drive to improve the visibility and protection of survivor need.
- Maintain the efficacy and visibility of survivor voice and support Survivor Services and the Senior Survivor Engagement Officer to support and guide survivors in their engagement in the work of WAFE.
- Remain across relevant and time sensitive policy and research areas, including as policy lead on matters pertaining to Women's Aid policy on access to member services.
- Build and maintain strong relationships with external partners and agencies effectively utilising those relationships.
- Support the Deputy Safeguarding Lead to undertake her cross organisational duties and responsibilities, reporting directly to the Safeguarding and Standards Committee.

- Attend the Safeguarding Working Group on behalf of the Policy function and support the Survivor Services Manager in their role as Deputy Safeguarding lead.
- To ensure the safety and wellbeing of survivors sharing their stories on public platforms, always following organisational safeguarding protocols.

Management

- Build, lead, mentor, and inspire a high-performing team, fostering a collaborative and innovative culture.
- Ensure monthly 121's, objectives and annual appraisals are completed for every team member.
- Support the professional development of the team through informal and formal opportunities.
- Support and manage performance.
- Lead by example with positive behaviour, inspiring the highest standards of working.

Budgets, monitoring and evaluation

- Oversee the management of the functions operational budget, working closely with the Finance Team to ensure compliance with budgets and financial processes and requirements.
- Produce regular update reports for the Director of Delivery, Executive Leadership Team, Trustees and others as required.
- Ensure the CRM system and other internal systems are being fully utilised by the team, kept up to date and accurate.

Other

- To model self-care and ensure that team members prioritise opportunities for mental health support and welfare.
- To abide by all organisational policies, codes of conduct and practice, and to work within a framework of equal opportunities and anti-discriminatory practice.
- To be flexible within the broad remit of the post.
- To take direction on projects and priorities from the Director of Delivery which may vary from time to time.
- Undertake any other duties and reasonable requests that are in keeping with the nature of this post.
- As required by the needs of the post to work out of hours and represent the organisation at meetings and events.
- Based in Bristol, London or remotely, this job will involve travel throughout England.
- Occasional unsociable hours are also required.
- To carry out other duties as required from time to time.

Person Specification

Criteria	Essential	Desirable
Qualifications	Education to first degree level or equivalent	
Knowledge	- Significant understanding of how policy impacts on UK wide governmental decision making including the structures and processes that support legislative review and change. - In depth understanding of the civil and political structures roles and responsibility that influence UK society - Fully computer literate, comfortable with and experienced in using word processing, spreadsheets, databases, CRM, internet, and email applications. - Interest in and commitment to the VAWG sector. - Interest in the role of feminist action and approaches in societal change. - Understanding of the impact of trauma on behaviour, and how to respond to create safe structures for employees. - Knowledge of how power influences change and the role of intersectionality in organisational function.	Has undertaken or is willing to undertake Safeguarding training to an intermediate level.
Experience	- Experience of working across the process of policy change in the UK governmental system - Experience of giving evidence at select committee or equivalent level / and or in court setting. - Experience of managing a multi-disciplinary team or	

	project to successful conclusion. • Experience of using research and evaluation techniques and material to inform and evaluate outcomes and impact.	
Skills	• Ability to read, digest and analyse complex material in a timely manner. • Ability to adapt approach to audience. • Ability to constructively challenge in a range of diverse settings. • Ability to write in an accessible and proportionate manner for a range of formal audiences.	

Behavioural Competencies

Core Competencies

Accountability	• Cooperates in collective decision-making and takes responsibility for own actions, decisions, and deliverables. • Takes ownership for mistakes and refocuses efforts when necessary. • Holds self and others accountable for reaching short and long-term goals. • Self-imposes high standards of excellence, rather than having standards imposed. • Adhere to the principle of collective leadership responsibility across the organisation and within teams. • Actively safeguards the reputation of the organisation (internally & externally) and immediately address any risks with ELT.
Collaboration & Teamwork	• Relates well to people at all levels and all audiences. • Aligns personal work and performance with the broader team to achieve mutual outcomes. • Fosters teamwork: works to build relationships within teams and bridge the gaps between departments. • Supports and cares for others, and addresses issues disrupting team/s and organisational functioning and harmony.

	• Be adaptable, open to new ideas and change, whether in the workplace, or specifically on a project or with key stakeholders' expectations, that moves the team forward.
Communication	• Proactively communicates; informs others of what they need to know and capably articulates thoughts and ideas clearly and concisely via verbal and written communication. • Actively listens, consults others, and takes feedback on board. • Communicates using appropriate tone and language. • Has the ability to persuade, negotiate, and build support for own initiatives.
Innovation & Entrepreneurial Spirit	• Seeks organisational improvement; promotes efficiencies in every area of their work. • Identifies problems and implements solutions /ideas, including trying new and different creative approaches to complete tasks. • Demonstrates commercial understanding, including awareness of sector trends/changes, and uses financial information to guide decisions. • Identifies business opportunities for the organisation, which may include opportunities for income generation, cost-savings, or added value. • Encourages creativity and learning through activities such as brainstorming and actively listen to empower colleagues to think creatively or consider new perspectives.
Resilience	• Deals with ambiguity, maintains effectiveness and modifies behaviour accordingly when experiencing major changes in work tasks or environment. • Supports change initiatives and focuses on the beneficial aspects of change e.g. opportunities for learning or growth. • Manages disagreements with tact and diplomacy. • High level of emotional intelligence; understands how their behaviour can affect the wider team and demonstrates a proactive approach to managing and moderating their emotions in the workplace.
Leadership Competencies	
Influence	• Make unpopular or difficult decisions, helps face challenges and make decision-making easier, particularly when it comes to risk-taking. • Create a culture within teams, across the organisation, the leadership and with peers that actively challenges each other to

	ensure we are producing high quality outputs, to agreed timings and hitting KPI's. • Develops and delivers solutions to handle challenges with minimal disruption to the project / organisation/ team. • Identify problems and use critical thinking skills to resolve them.
Focus	• Set a practical vision, with suitable targets using specific, measurable, attainable, realistic and timely (SMART) goal framework. • Ensures SMART goals are delivered across all team activities to ensure that we establishing a strong foundation for achieving success, across the organisation, the leadership and with peers. • Create a culture within your teams, across the organisation, the leadership and peers that encourages and puts into practice an agile approach and promotes different ways of working in order to achieve KPIs to ensure that as an organisation we are moving forward. • Develop talent through hard work, input of others, good strategies, new ways of working and innovation.
Growth Mindset	• Engage in continuous learning to keep up with trends in the competency areas you are guiding. Developing essential leadership qualities, and inspiring the team to continue learning. • Commit to continuing education or professional development opportunities empowering your team, and colleagues to invest in their own learning, to be able to deliver your role and responsibilities as efficiently and effectively as possible. • Embraces challenges and view obstacles as opportunities to learn and grow. • Building on evidence, changing & testing new ways of working.

Benefits

- **Generous Annual Leave:** 25 days, rising to 30 with long service, plus 8 bank holidays.
- **Extra Leave Days:** Celebrate International Women's Day and the Tuesday after the August bank holiday.
- **Valuable Pension Benefits:** Join Women's Aid pension scheme with a 7% employer contribution.
- **Flexible Working:** Remote working, family-friendly policies and paid leave for maternity, paternity, and adoption.
- **Wellness and Support:** Cycle to Work Scheme, free optician check-ups, annual flu vaccines, and 24-hour counselling helpline.

- **Mental Health and Wellbeing:** 'Reflective Practice' sessions, team catch-ups, access to 'Headspace' for mindfulness, and Employee Assistance Program with counselling and advice services.