



## Role Profile

<b>Job Title:</b>	<b>Director Of Operations</b>			
<b>Grade:</b>	10.5			
<b>Salary:</b>	£50,400			
<b>Hours:</b>	35			
<b>Contract Type:</b>	Permanent			
<b>Location:</b>	Kent			
<b>Responsible to:</b>	CEO			
<b>Responsible for:</b>	Operations			
<b>Committed</b>	<b>Curiosity</b>	<b>Connected</b>	<b>Collaborative</b>	<b>Compassionate</b>

### Background:

Oasis is a passionate and ambitious organisation committed to tackling the causes and consequences of domestic abuse on families. We are known in Kent & Medway for our dedicated, independent services that have been supporting the cause with a local focus for many years.

### Overall:

We provide an efficient service for families affected by domestic violence and abuse across Kent & Medway. These families and individuals will have a range of needs, and our client support work is needs-led, risk-focused & trauma-informed with a focus on developing individual resilience. We work with clients in a range of settings. We provide group work and all support colleagues are expected to be capable of integrated working in the wider social system. Colleagues are expected to work flexibly as needed by service demands, this includes evenings and weekends. Where necessary colleagues are also expected to participate in the out-of-hours service, providing an on-call system for the refuge service users (for which enhancements are paid)

**Purpose of the role:**

The Director of Operations is a pivotal role within our charity, essential for driving strategic leadership and operational excellence across all our services, including Domestic Abuse, Children and Young People Services, and Accommodation. This role is crucial to ensure that our organisation not only meets but exceeds the needs of our service users and stakeholders. By providing visionary leadership, the Director of Operations will enhance our capacity to deliver high-quality, innovative, and cost-effective services. This role will ensure compliance with all relevant legislation and best practices, maintain financial sustainability, and foster strong relationships with key stakeholders. The Director of Operations will also oversee Health and Safety, ensuring a safe and secure environment for all colleagues and service users. Additionally, the Director of Operations will champion continuous improvement, risk management, and advocacy efforts, ensuring our charity remains at the forefront of the domestic abuse sector. Ultimately, this role is vital for achieving our mission to support and empower survivors of domestic abuse, driving positive change within our communities.

**Director Of Operations – Kent – Hybrid****Key Responsibilities & Legal Requirements:****1. Strategic Leadership and Vision**

- Develop and execute the overall strategic vision for the charity's operations, ensuring alignment with the organisation's mission and long-term goals.
- Lead the development and implementation of strategic initiatives to enhance service delivery and operational efficiency.

**2. Governance and Compliance**

- Ensure compliance with all relevant legislation, regulations, and best practices in the domestic abuse sector.
- Oversee the development and implementation of policies and procedures to maintain high standards of governance and operational excellence.

**3. Financial Oversight**

- Provide strategic oversight of the charity's financial health, including budgeting, financial planning, and resource allocation.
- Work closely with the finance team to ensure financial sustainability and accountability.

**4. Stakeholder Engagement**

- Build and maintain strong relationships with key stakeholders, including funders, commissioners, partners, and community organisations.
- Represent the charity at external events, conferences, and meetings to raise the organisation's profile and influence policy and practice in the sector.

**5. Operational Excellence**

- Drive continuous improvement and innovation in service delivery, ensuring that the charity's operations are efficient, effective, and responsive to the needs of service users.
- Oversee the development and implementation of quality assurance frameworks to monitor and evaluate the impact of services.

## 6. **Leadership and Management**

- Provide inspirational leadership to the operations team, fostering a culture of collaboration, accountability, and professional development.
- Support and mentor senior managers, ensuring they have the skills and resources needed to achieve their objectives.

## 7. **Risk Management**

- Identify and mitigate risks to the charity's operations, ensuring robust risk management processes are in place.
- Lead on crisis management and business continuity planning to ensure the charity can respond effectively to emergencies and unforeseen events.

## 8. **Innovation and Development**

- Lead the development of new services and initiatives to meet emerging needs and opportunities in the domestic abuse sector.
- Foster a culture of innovation, encouraging colleagues to develop and implement creative solutions to challenges.

## 9. **Performance Monitoring and Reporting**

- Oversee the collection, analysis, and reporting of performance data to ensure the charity meets its strategic objectives and delivers high-quality services.
- Provide regular reports to the Commissioners and Board of Trustees, highlighting key achievements, challenges, and areas for improvement.

## 10. **Advocacy and Influence**

- Advocate for the needs and rights of domestic abuse survivors, influencing policy and practice at local, regional, and national levels.
- Work with the communications team to develop and implement advocacy campaigns and public awareness initiatives.

## 11. **Compliance with Charity Law**

- Ensure the charity operates in accordance with the Charities Act 2011 and other relevant legislation.
- Maintain accurate records and submit annual reports and accounts to the Charity Commission.

## 12. **Health and Safety Regulations**

- Adhere to the Health and Safety at Work Act 1974, ensuring a safe working environment for colleagues, volunteers, and service users.
- Implement and monitor health and safety policies and procedures for all colleagues and service users.

## 13. **Safeguarding**

- Comply with safeguarding legislation and best practices to protect vulnerable adults and children.
- Ensure all colleagues and volunteers are trained in safeguarding procedures.

#### 14. **Data Protection**

- Adhere to the General Data Protection Regulation (GDPR) and Data Protection Act 2018.
- Ensure the secure handling and storage of personal data.

#### 15. **Employment Law**

- Comply with employment legislation, including the Equality Act 2010, to ensure fair and equitable treatment of colleagues.
- Implement policies on recruitment, training, and employee rights.

#### 16. **Financial Management**

- Ensure financial practices comply with the requirements of the Charity Commission and other regulatory bodies.
- Maintain transparency and accountability in financial reporting and management.

#### 17. **Governance**

- Ensure the charity's governance structures and practices comply with legal and regulatory requirements.
- Work closely with the Board of Trustees to uphold the charity's mission and values.

#### 18. **Quality Assurance and Accreditation**

- Ensure compliance with quality standards and accreditation requirements relevant to the domestic abuse sector.
- Oversee external audits and implement corrective actions as needed.

#### **Review arrangements**

The details contained in the role specification reflect the content of the job at the date the document was prepared. It should be remembered, however, that it is inevitable that over time the nature of individual jobs will change; existing duties may be lost and other duties may be gained without changing the general character of the duties or the level of responsibility entailed. Consequently, we expect to revise this role specification from time to time and consult with the postholder at the appropriate time.

**Oasis Domestic Abuse Service is committed to safeguarding and promoting the welfare of children; applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service.**

Person Specification	Essential	Desirable
<b>1. Experience</b>		
<b>Leadership and Management:</b>		
Extensive experience in a senior leadership role, preferably within the domestic abuse or broader social services sector.	Y	
Proven track record of managing and developing high-performing teams.	Y	
<b>Strategic Planning and Implementation:</b>		
Experience in developing and executing strategic plans to drive organisational growth and impact.	Y	
Ability to translate strategic objectives into operational plans and actions.	Y	
<b>Operational Management:</b>		
Strong background in overseeing complex operations, including service delivery, quality assurance, and compliance.	Y	
Experience in managing multiple programs and services, ensuring they meet the needs of service users and stakeholders.	Y	
<b>Financial Oversight:</b>		
Demonstrated experience in financial management, including budgeting, financial planning, and resource allocation.	Y	
Ability to ensure financial sustainability and accountability within a non-profit organisation.	Y	
<b>Stakeholder Engagement:</b>		
Experience in building and maintaining relationships with key stakeholders, including funders, commissioners, and community partners.	Y	
Ability to represent the organisation effectively at external events and meetings.	Y	
<b>Compliance and Governance:</b>		
Knowledge of relevant legislation, regulations, and best practices in the domestic abuse sector.	Y	
Experience in developing and implementing policies and procedures to ensure compliance and high standards of governance.	Y	

<p><b>Innovation and Development:</b></p> <p>Proven ability to drive innovation and continuous improvement in service delivery.</p> <p>Experience in developing new services and initiatives to meet emerging needs and opportunities.</p> <p><b>Risk Management:</b></p> <p>Experience in identifying and mitigating risks to organisational operations.</p> <p>Ability to lead on crisis management and business continuity planning.</p> <p><b>Advocacy and Influence:</b></p> <p>Experience in advocating for the needs and rights of service users, influencing policy and practice at various levels.</p> <p>Ability to develop and implement advocacy campaigns and public awareness initiatives.</p> <p><b>Sector-Specific Knowledge:</b></p> <p>In-depth understanding of the domestic abuse sector, including the challenges and opportunities it presents.</p> <p>Experience working with survivors of domestic abuse and a strong commitment to supporting their needs.</p>	<p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p>	
<b>2. Knowledge &amp; Qualifications</b>		
<p><b>Educational Background:</b></p> <p>A Bachelor's degree in a relevant field such as Public Administration, Social Work, Nonprofit Management, Business Administration, or a related discipline. A Master's degree is preferred.</p> <p><b>Professional Certifications:</b></p> <p>Relevant certifications in nonprofit management, project management, or leadership can be advantageous.</p> <p>Safe Lives IDVA qualified / or Women's Aid equivalent.</p> <p>Safe Lives Manager trained and up to date certification</p> <p>DSL trained and up to date certification</p> <p><b>Continuous Professional Development:</b></p> <p>Commitment to ongoing professional development and staying up-to-</p>	<p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p>	<p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p>

date with changes in legislation and best practices.		
<b>3. Skills &amp; Personal Attributes</b>		
<b>Skills:</b>		
Strong strategic planning and implementation skills.	Y	
Excellent financial management and budgeting skills.	Y	
Exceptional communication and interpersonal skills, with the ability to build and maintain relationships with key stakeholders.	Y	
Demonstrated ability to drive innovation and continuous improvement in service delivery.	Y	
Strong understanding of relevant legislation, regulations, and best practices in the domestic abuse sector.	Y	
<b>Personal Attributes:</b>		
Commitment to the mission and values of the charity.	Y	
Ability to inspire and motivate teams, fostering a culture of collaboration and accountability.	Y	
Strong problem-solving and decision-making abilities.	Y	
High level of integrity and professionalism.	Y	
<b>4. Other</b>		
Candidates must be willing to undergo an Enhanced Disclosure & Barring Service check	Y	
Evidence of qualifications listed on the application form	Y	
Full driving license and access to use of own vehicle (subject to the provisions of the Disability Discrimination Act 1995).	Y	





