



Job Description

Service Delivery Manager

Location: Thames Valley with the ability to travel
Hours: 30 hours a week (4 days)
Salary: £40,000 pro rata
Contract: Permanent

Hope After Harm is an established, registered charity, delivering a range of support services to those who are vulnerable or at risk of exclusion. We want to see a society where everyone feels safe and can thrive, regardless of who they are and where they come from. We enable adults and young people in their journey to recover from harm and trauma. Through support, advocacy and education we empower people to rebuild their lives and reclaim their future. And we inspire others to do the same, creating safer, more inclusive communities.

Role Description

You will be managing two of our flagship programmes, one supporting Young People through mentoring and Restorative Justice interventions and the other supporting Families who have experienced "The Knock"*. Your commitment to excellence in delivery alongside embedding lived experience in our service delivery model will ensure that deliver an outstanding service to our clients as well as meeting funder expectations. You will be comfortable working with and promoting our services to a wide range of people as well as being happy to get hands on with delivery if required. Your passion for what we do and your commitment to taking an anti-discriminatory, trauma informed approach will inspire the teams that you manage. And you will share our commitment to wellbeing in the workplace and demonstrate this in the way that you support your team in their work. You will be an important member of our senior management team taking a leadership role in the charity with a commitment to making Hope After Harm a great place to work.

Responsibilities

- To deliver services and to develop them building on best practices in a way which supports the strategy of and is aligned to the values and vision of Hope After Harm
- To manage service delivery contracts including budget management and working to achieve all operational targets and outcomes agreed with the funders



- To ensure the needs of service users are always at the heart of our services
- To oversee all aspects of services and their implementation of the project in line with funder requirements
- To implement a Quality Assurance System and establish and manage systems and information to ensure the provision of data, maintenance of records, effective referral systems and case management and monitoring systems
- To work strategically as part of the senior management team at Hope After Harm – providing leadership to the organisation, role modelling our values and our vision and supporting our strategic thinking.
- To develop a strategy for the recruitment, training, retention and supervision of volunteers to support delivery
- To develop and maintain effective working relationships with key partners and stakeholders
- To oversee recruitment, management and motivation of all the new service staff including the performance management of staff and volunteers
- To promote the services across the Thames Valley and beyond; to improve the reach of the service, to raise awareness to victims, and to increase the take up of the service by our beneficiaries and paying customers.
- To integrate with other service delivery partners in the sector, share best practices and continue to deliver an individually centred service meeting the needs of those seeking help
- To collaborate internally to build consistency and best practice in the programme delivery approach at Hope After Harm.

Skills, Knowledge and Abilities

Essential

- Sound professional knowledge of a casework approach to working with clients to cope and recover, including evidenced based models of casework interventions
- Knowledge of working with Young People to deliver successful outcomes
- Basic knowledge of restorative justice work
- Understanding of and skills in Change Management
- Skilled at partnership working and building relations between agencies and workers from different backgrounds and an ability to work effectively with partners at a senior level
- Excellent management and team leadership skills, including being an effective motivator for both staff



- Commitment to and aptitude for performance and line management with a real commitment to workplace wellbeing and understanding of what that means in practice
- Knowledge of risk management and safeguarding issues
- Knowledge of best practice in relation to the recruitment, training and support of Volunteers
- Understanding of Quality Assurance and commitment to continuous improvement.
- Excellent presentational and training skills
- An ability to communicate clearly, both orally and in writing
- An ability to produce, analyse and apply both hard statistical data and qualitative information to performance management
- Good contract management and budget management skills
- Knowledge of multi-agency referral mechanisms and working jointly to safeguard individuals
- Experience in a managerial role or a L5 management qualification
- Flexible thinker with a concern to promote positive change and innovation in service delivery
- An ability to demonstrate commitment to anti-discriminatory practice and a trauma informed approach
- Ability to work at pace, absorb pressure and keep to tight deadlines
- Commitment to Continuous Professional Development and learning for yourself and others

Other

- Experience of working within the Criminal Justice System and in particular engaging with police forces
- Required to travel within and outside of Thames Valley on occasions
- * "The Knock" is the experience a family goes through when a family member is arrested for online child pornography offences. The effect of this on the partner/parent can be deeply traumatising and Hope After Harm offers support to the partner/parent of the family member who has been arrested.

Application Process: Please email covering letter expressing your interest, with a resume of your skills and experience to amanda.thomson@hopeafterharm.org.uk

The closing date for applications is: Friday 14th February 2025 at 17:00hrs

Interviews (Virtually) TBC

Thames Valley Partnership trading as Hope After Harm is an equal opportunities employer; the aim of our policy is to ensure no job applicant, employee or worker is discriminated against either directly or indirectly on the grounds of race, colour, ethnic or national origin, religious belief, sex, marital status, sexual orientation,

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gender reassignment, age or disability. We do not disbar applicants with criminal convictions and are mindful of the requirements of the Rehabilitation of Offenders Act, 1974.