

Strategic Lead for Safe Accommodation and Assets



wwin

Specialist Domestic Abuse Service

Application Pack

Head Office address: 4-6 Mary Street, Sunderland SR1 3NH

Tel: 0191 416 3550

Website: www.WWIN.org.uk

Email: enquiries@WWIN.org.uk

Instagram: @WWIN.org.uk

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Introduction from the CEO

Dear Applicant,

We are offering a rare opportunity for a strategic leader to join us as part of our senior management team with oversight of our Safe Accommodation and Assets.

WWIN is an independent domestic abuse service established in 1983. In the last five years, we have completed a full modernisation plan, expanded our service provision, increased our staffing levels, improved our internal systems and invested in our staff and properties. We now provide a broad menu of direct services from multiple sites across Wearside and have a strong footprint in the community. For a full list of services please see our website [here](#).

This is a new role for WWIN and an exciting opportunity to join our newly formed Senior Leadership Team collectively responsible for effectively implementing our key strategic objectives.

About the role

This is a new role for WWIN and an exciting opportunity to join our newly formed Senior Leadership Team collectively responsible for effectively implementing our key strategic objectives.

You will be responsible for overseeing the safe and strong management of our supported accommodation for women and children fleeing domestic abuse, as well as driving the growth and expansion of WWIN's properties, assets, and accommodation portfolio.

The role involves both operational and strategic elements: ensuring excellent practice in WWIN's refuge provision as well as the strategic development and execution of initiatives to support the development of assets and properties portfolio. Our overall aim is to ensure that WWIN's accommodation provision is accessible and meets the needs of all women, children and families who wish to be supported in our services across the City and exploring a number of exciting and innovative initiatives which we are keen to develop.

How to Apply

Please submit your CV and supporting statement (up to 1,000 words).

If you would like an informal discussion before making an application, please contact our CEO laura.seebohm@wwin.org.uk to arrange a call.

Please send your application to Amy.Rossiter@wwin.org.uk

Finding a good fit is vital for all parties and we will employ a staged process as follows:

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Recruitment Process

Please take note of the key dates and ensure your application is submitted in time to be considered.

We will feedback to every application as soon as we can.

Key dates	Activity
Tuesday 10 th December 2024	Opportunity Opens
Thursday 9th January 2025 at Mid-day	Closing date for applications
Thursday 9 th January 2025 (pm)	Shortlisting
Thursday 9 th January 2025 (pm)	Notification of shortlisted candidates
Monday 13th January 2025 10am – 1pm	Stage 1 interviews
Friday 17th January 2025 11am – 2pm	Stage 2 Interviews and Site Visits
Monday 20 th January 2025	Decision and notification

All applications will be reviewed and assessed; all shortlisted candidates will be offered an interview.

We value diversity and promote equality. No terminology in this advert is intended to discriminate against any of the protected characteristics that fall under the Equality Act 2010. We encourage and welcome applications from all sections of society. We are more than happy to discuss reasonable adjustments and/or additional arrangements as required to support your application and want our recruitment process to be as accessible as possible.

Candidates must be eligible to live and work in the UK. All posts are subject to an enhanced DBS check.

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Job Title Strategic Lead for Safe Accommodation and Assets

Occupational Requirement (Equality Act 2010, Schedule 9, Part 1) applies to this post.

Location Multiple sites across Wearside

Hours 37 per week

Salary £44,711 – £46,731 (JCP Scale 35-37)

Job Purpose

To provide strategic leadership and oversight of the safe supported accommodation for women and children fleeing domestic abuse, as well as driving the growth and expansion of WWIN's properties, assets, and accommodation portfolio.

You will have an understanding of domestic abuse from a feminist perspective, keeping the needs of beneficiaries at the heart of your decision making. You will drive forward the continuous improvement of services, with a commitment to partnerships and joint working, whilst being open to new approaches and ideas.

Main Duties and Responsibilities

Strategic Planning and Execution:

- Develop and implement a comprehensive Accommodation and Assets strategy that aligns our long term goals and objectives with the needs of our service users and strategic priorities set out by our board of trustees
- Identify opportunities for growth within the accommodation services and respond to new initiatives in partnership with Commissioners and other new/existing stakeholders at a senior level
- Ensure that WWIN provides trauma-informed, responsive and accessible refuge accommodation, including void management and service enhancements
- To be a core member of the WWIN Senior Leadership team to support the development and delivery of WWIN's overall strategy

Business Development:

- Identify and pursue new opportunities for WWIN by building new partnerships and revenue streams through accommodation, assets and properties
- To work alongside CEO and Trustees to lead negotiations and secure long term contracts, partnerships and agreements that contribute to the sustainability of our organisation

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- Develop and manage relationships with key stakeholders, including potential and existing partners relating to accommodation, properties and assets

Accommodation and Asset Management:

- Lead the delivery of high quality safe and supported accommodation for women and children fleeing domestic abuse
- Develop and drive a trauma-informed culture with a focus on continuous improvement, accountability and personal responsibility for compassionate support alongside robust housing management across our accommodation provision
- Oversee the leadership of WWIN's accommodation services, ensuring they meet or exceed sector standards and the needs of our clients
- To be the senior individual responsible for WWIN's full compliance with supported housing regulation and industry standards in the supported housing sector
- To set the standards and ensure high quality data and monitoring to ensure that all of WWIN's accommodation provision is meeting needs of women and children, is well maintained, safe and trauma-informed

Leadership and Team Management:

- Play a key role as a member of a newly formed Senior Leadership Team responsible for the overall leadership and management of WWIN
- To provide line management to Team Leaders (Refuge) and Asset Manager and ensure they have opportunities for professional and personal development and foster a culture of autonomy and continuous improvement in line with organisational values, beliefs and principles, policies and procedures
- To ensure team members have the training, support and supervision required to effectively deal with housing management issues and provide high quality support to women and children living in our refuges
- Collaborate across the organisation with all departments to achieve broader WWIN service objectives
- To ensure that the Service models, and interventions are delivered safely & appropriately and to oversee data collection, information management and communications systems
- To prepare reports, attend contract management meetings and put in place plans for remedial actions where required;
- To ensure our service users are involved in the ongoing improvement and evaluation of services

Financial Management:

- Effective management of the budget for WWIN's refuge provision, and support the development of budgets for new and emerging asset and accommodation initiatives

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- Analyse financial data and performance metrics to inform strategic decisions
- Ensure profitability and cost efficiency in all business development asset and accommodation activities

General

- WWIN is committed to continuous organisation and employee development. The post holder is required to participate fully in all initiatives which facilitate continuous improvement in Service Quality Performance including employee performance.
- All employees are expected to demonstrate a commitment to the principles of equal rights both in relation to employment issues and service delivery, and adhere to the policies of the organisation in the performance of their duties.
- This job description is intended to convey information essential to understanding the scope of the position. It is not intended to be an exhaustive list of qualifications scales duties or responsibilities associated with the role.

Personal Specification

The following personal attributes will identify you as the type of leader we are looking for. These characteristics will be assessed at either application or interview stage.

Key	
Application form	A
Stage 1 Interview 1	I
Stage 2 Site visits	SV

SKILLS / EXPERIENCE & KNOWLEDGE	Assessed via
Essential:	
You will be a strong networker with evidenced experience of building relationships with a wide range of partners at a strategic level	A,I
Experience of managing refuge, supported accommodation or within the housing sector	A
You will bring a robust understanding of domestic abuse and violence against women and girls	A, I

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You will have a track record of safeguarding adults and children at a senior level and the experience and expertise required provide safeguarding and risk assessment guidance and advice across our accommodation team	A,I
A commitment to Equity, Diversity and Inclusion across all your work which you can demonstrate	A,I,SV
Excellent negotiation communication and interpersonal skills with a range of different stakeholders, internally and externally	A,I,SV
Strong financial acumen with experience in budgeting and financial management	A,I
Excellent project management and organisational skills	A,I
Professional curiosity with the desire to understand the issues and identify solutions	A,I,SV
Strategic vision and the ability to think strategically and execute methodically	A,I
Experience within a business development and strategic planning environment and/or strategic accommodation management	A,I
An understanding of the policy landscape for supported accommodation legislation	A,I
Fully supportive of the values, ethos and beliefs of WWIN	A,I,SV
Full Clean Driving Licence	A
Desirable:	
Experience of health and safety regulation and ability to oversee repairs, maintenance, procurement and environmental best practice	A,I

Special Requirements

- Enhanced DBS
- Occupational Requirement (Equality Act 2010, Schedule 9, Part 1) applies to this post.

Rewards and Benefits

We offer great employee benefits including:

- Competitive salary, WWIN adheres to the National Joint Council pay scales.

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- Leave entitlement of 32 days (inclusive of statutory/bank holidays) with 1 additional day per year offered after each completed year of service.
 - Focus on learning and development.
 - Some flexible working in line with the business need.
 - Employee Assistance Programme.
 - Opportunity to join Blue Light Reward Scheme and 'tickets for good' for access to discounts on products, services and theatre visits
 - Electric car charging points.
 - Our pension contribution is currently under review.

Most of all, we offer the opportunity to join a team of highly skilled and committed individuals who take great pride in offering excellent services in a supportive environment. Despite the difficult nature of the work, our staff enjoy coming to work, knowing what they do has great value.

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How We Use Your Data for Recruitment

Background

This privacy policy covers how Wearside Women in Need collect, use, store and protect the data that is supplied to us by job applicants and agencies.

Our Commitment to Job Applicants

We believe completely in equal opportunities and will treat all applicants fairly with no discrimination.

We never knowingly provide misleading information about the nature of the role.

We would never charge a job seeker a fee for the purpose of finding them a role.

We are committed to managing your personal information securely and with respect in accordance with the General Data Protection requirements.

The information we collect may cover the following:

- Contact information (name address, phone number and email address)
- Information from application form, CV or covering letter (education, skills and qualifications).
- Health records (night worker assessment forms, health questionnaires) where required as part of the role.
- Occupational health report (higher level screening required for role) with access to medical records with consent being given by the applicant.
- Disclosure and Barring Record where a requirement for the role.
- References from the named referees that the applicant provides and only with the applicants' consent.
- Visa and proof of the right to work in the UK documents.
- Employment records (including job titles, work history, working hours, training records and professional memberships).
- Salary, annual leave, pension and benefits information.
- Access to your DVLA portal.

We may also collect, store and use 'special categories' of more sensitive personal data which require a higher level of protection such as information about your race or ethnicity, religious beliefs, sexual orientation and political opinions. Also, information about criminal convictions and offences.

Purpose of Collection

The purpose of collecting this information is to find suitable candidates to fulfil a specific role within our organisation, and to check that you are legally entitled to legally work in the UK. We collect personal information either directly from candidates or sometimes from an employment agency. We may sometimes collect additional information background check agencies.

Where appropriate, we will collect information about criminal convictions as part of the recruitment process. We are allowed to use your personal information in this way for the fulfilment of the contract or a legitimate business reason.

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How the information is held

Most information is transmitted by email and is stored on our computers and paper-based filing. We use Microsoft which covers our email and Sage for payroll. All this information can only be accessed by authorised staff within our organisation. Our staff are trained to understand the importance of keeping personal data secure. Our computers are safeguarded by anti-virus software and the regular changing of security passwords.

The information on candidates for specific roles will be held for 6 months in line with CIPD recommended best practice. After which paper files will be securely shredded and computer records deleted. Only if we have asked, and you have given your consent for the data to be held will this not apply.

Disclosure

We may disclose the information for the purpose of obtaining references. Where additional information is required the information may be disclosed to the Disclosure and Barring Service, your GP or an occupational health professional only after you have given your consent.

You have specific rights in connection with personal information: request access to your personal information; request correction of the personal information that we hold about you; request erasure of your personal information; object to processing of your personal information where we are relying on a legitimate interest; request the restriction of processing of your personal information; request the transfer of your personal information to another party and the right to withdraw consent.

Complaints

Privacy complaints are taken very seriously and if you believe that we have breached your privacy you should in the first instance write to the CEO who has responsibility for data protection within WWIN stating the details of your complaint.

We would ask that you provide us with as much detail as possible to allow a thorough investigation. Your complaint will be acknowledged within 24 hours and we aim to resolve any complaint within 5 working days. However, depending on the complexity of the complaint and availability of external agencies it may on occasions take longer.

Should your complaint show that we have breached our duty of care we will report the breach to the Information Commissioner's Office. If you are not satisfied by our response you may complain to the ICO.

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