



Advocacy After Fatal Domestic Abuse

Role Description: Head of Operations

Reports to: Chief Executive Officer (CEO)

Contract: 6 months – 40 hours per week

Salary: £38,437 per annum

Role Overview

Reporting to the CEO, this individual will be responsible for the development and delivery of operations, training, the DHR Network and developing AAFDA's campaign and influencing work both within and outside of the domestic abuse sector.

You will be working closely with the CEO, to contribute to the strategic governance and development of the organisation. You will be expected to deputise for the CEO, as requested.

Responsibilities

Overall

- Deputise for the CEO as requested
- Support the CEO with strategic planning, new business and income generation and financial management
- Establish, maintain and develop effective relationships with key partners and stakeholders
- Lead on the management of health, safety and security in operations
- Ensure the highest levels of service delivery across all workstreams in AAFDA.
- Work with the CEO to ensure that the voices of families are used to help shape service delivery
- Represent AAFDA publicly and behaving in a way that reflects favourably on AAFDA

Finance and Governance

- Support the CEO and Treasurer to set the annual budget, cash flow projections and project budgets
- Work closely with the CEO to monitor income, expenditure and cash flow
- Ensure compliance with contracts and funder and regulatory demands including returns
- Ensure the monthly payroll is accurate and on time

HR & Line Management

- Line manage, nurture and mentor the Operations Manager, Training and Development Manager, DHR Network Coordinator, Fundraising Manager and Finance and Admin Officer
- Ensure appropriate recruitment, selection, induction and onboarding, supervision, appraisal systems, training and development plans, personnel records and DBS checks
- Be responsible for managing and mitigating risks to caseworkers and the beneficiaries they meet.
- Ensure AAFDA has appropriate and up to date policies and procedures and that all in AAFDA are kept up to date on them and follow them appropriately.

- Keep up to date on HR legislation and practice

Operations

- Be responsible for developing and maintaining the provision of a high-quality advocacy service for families who have suffered fatal domestic abuse.
- Ensure AAFDA has capacity to meet demand both in the immediate, short and long term through robust operational plans
- Ensure appropriate infrastructure development including successful implementation of a new CRM system

Monitoring and evaluation

- Ensure that AAFDA's services are developed alongside service users, and families are regularly consulted about the service they've received and how services should be shaped in the future
- Develop and maintain effective and robust data collection, monitoring and analysis systems
- Develop and be responsible for the system for tracking progress on cases and on training, advice and support to local and national stakeholders
- Support the CEO with the data required for funding applications, briefings and reports
- Ensure that all returns to funders are submitted on time and completed to a high standard

Administration

- Ensure the website is updated and effective
- Help organise, administer and deliver AAFDA conferences and event

Campaigning, advocacy and partnership work

- Represent AAFDA on Government working groups and other multi-agency fora as the CEO requests
- Represent AAFDA on the Home Office Domestic Homicide Review Quality Assurance Panel
- Support the CEO to raise awareness in the community of domestic abuse and safe early interventions
- Develop new partnerships and collaborations to drive systemic change for families bereaved by fatal domestic abuse and victims/survivors of domestic abuse
- Submit consultation responses and work alongside all levels of government

Growth and Income Generation

- Work with the CEO to develop a strategy to raise awareness of AAFDA's work around England and Wales
- Raise awareness for the need of specialist and expert advocacy in reviews after fatal domestic abuse
- Undertake and support a range of activities to raise AAFDA's profile
- Plan, develop, coordinate and deliver events to progress strategic objectives
- Develop and nurture relationships with key stakeholders in the sector and generate future engagement

- Identify new opportunities and referral pathways for AAFDA's work
- Oversee fundraising strategy and work alongside Fundraising Manager to deliver successful funding applications
- Build strategic networks
- Develop external training opportunities
- Deliver training and speaking events

Other

- Complete other tasks as requested by the CEO.

Person Specification

Essential knowledge and experience

- Enhanced understanding of domestic abuse. Some knowledge of statutory reviews after domestic homicide.
- Three years' line management experience and some project management experience
- Experience of financial and budget management
- Ability to think strategically and to have negotiation and relationship building skills
- Ability to motivate and inspire caseworkers, volunteers and stakeholders
- Excellent communication and report writing skills
- A non-judgmental, open minded and empathetic approach when working with families
- Experience of monitoring service quality and performance management
- Good organisational and IT skills with the ability to be administratively self-servicing
- Ability to work as part of a team yet be self-motivated

Desirable knowledge and experience

- Peer support experience
- Knowledge of issues, best practice and sources of help as regards families after domestic homicide
- Experience of working in the domestic violence sector
- Ability to advocate in multiple arenas, on behalf of families and to enable them to advocate
- Experience of working in a diverse community and ability to integrate equalities into the work
- Experience in campaigning and influencing

To apply, please submit a CV and one page covering letter briefly outlining why you might be suited to the role and the experience you can bring to it, to sarah.dangar@aafda.org.uk by **9am on Thursday 7th October**.

We welcome applications from candidates with lived experienced of domestic abuse. We are also committed to diversity and strongly encourage applications from those with Black or Minoritised backgrounds.

Interviews will take place on Zoom on Tuesday 12th October (afternoon) and Thursday 14th October.