

## **JOB DESCRIPTION**

### **Project & Programme Manager**

Our mission at Victim Support Scotland is to ensure that those affected by crime receive high quality support that will help them to recover from their experiences. We want victims and witnesses to be at the heart of everything we do so they have improved health and well-being, feel safer, more secure and informed and that we are an effective organisation, that makes a lasting difference. We aim to do this by adhering to our own organisational values of being supportive, striving for excellence and offering personalised and accessible services and these are reflected in the behaviours expected of all staff and volunteers.

#### **Job Purpose**

As a member of the Service Delivery team and reporting directly to the Head of National Programmes, you will play a vital role in driving innovation through developing new victim and witness-centred projects and programmes at Victim Support Scotland.

Initially leading on the on the development of a new service providing a single point of contact for victims of children who have caused harm, you will bring substantial knowledge and experience of project development within the children's sector to:

- undertake in-depth scoping work
- Develop the process for victims to access information, advice and support where a crime has been perpetrated by a child, including routes to overcome barriers to access where appropriate.
- Negotiate interagency communications, data and information sharing protocols and consider to what extent information brokerage and victim advocacy may be required
- Develop systems and promotional tools (including digital and online) to ensure victims are aware of the new service, their rights and the support available to them
- Scope out what the parameters or limitations of the service may be
- Work collaboratively with victims of children who cause harm to develop the service

Ongoing duties include planning, executing and supervising projects to meet strategic objectives and to ensure project delivery within budget and on time.

#### **Key Accountabilities**

- Working independently to develop and implement project plans for various projects and programmes within Victim Support Scotland service delivery team.
- Oversee the efficient and effective development and delivery of projects, ensuring they are completed within budget and on time.
- Be the key point of contact for the project
- Establish and managing working groups in relation to projects and programmes; and provide direction to the project delivery team
- Build and sustain capacity and capability within the project team to ensure delivery of the project.
- To establish and build relationship with internal and external stakeholders.
- Communicate and collaborate with internal and external stakeholders to ensure successful project outcomes.

- Identify and manage project risks, issues, and dependencies, taking proactive measures to mitigate them.
- Monitor and evaluate project progress, producing regular reports and making recommendations for improvement.
- Provide line management for staff, as required, for projects.
- Manage external agencies, contractors and consultants, as required, for projects
- Updating and reporting to the Head of National Programmes for Transformation Board and other internal reporting and oversight. Progress reporting
- Manage and assess risk within projects.
- Develop projects and programmes with impact meeting strategic goals of VSS and our aspirations for service users
- Conduct a landscape review of current policy and procedures, mapping user journeys and gathering victim perspectives to shape and improve outcomes for service users

Behaviours and Values:

- Be a role model, both within your team and the wider organisation showing energetic, determined, positive and resilient leadership with an ability to inspire confidence and a culture of respect.
- Be an energetic and enthusiastic self-starter who can inspire others and create change through project and programme development.
- Demonstrate collaborative approach to working with internal and external stakeholders
- Adopt a flexible leadership style, communicating and motivating others to achieve our vision.
- Continuously monitor your area of responsibility and identify areas for improvement and organisational learning to meet outcomes for service users.
- Provide clear, authoritative and impartial advice and interpretation of complex situations.
- At all times role model the values of VSS

Communications:

Internally: Executive Leadership Team, Corporate Leadership Team all VSS Staff and volunteers

Externally: Victims and witnesses of crime, Scottish Government, Stakeholders, Partners, other Agencies and Professionals

**Additional Duties**

- Other duties that may be required by the Board of Trustees and the CEO

KEY REQUIREMENTS			
1.	Qualifications		EVIDENCED
	Bachelor's degree in a relevant field (e.g., project management, social sciences, or related disciplines) or relevant experience	E	
2.	Skills / Abilities		
	Strong organisational skills, with the ability to prioritise tasks and manage multiple projects simultaneously.	E	
	Effective communication and interpersonal skills, with the ability to collaborate with diverse stakeholders and build positive working relationships.	E	
	Advanced computer skills on MS Office, and databases	E	
	Skilled in developing projects from inception to output and outcome	E	
	Proficient in project management tools, techniques, and software applications.	E	
	Ability to work independently and autonomously	E	
	Ability to collate and interpret complex information and present this in a range of formats for audiences at different levels	E	
3.	Experience		
	Significant experience within the Scottish justice system	E	
	Significant experience of working within youth led services	D	
	Experience in influencing, communication and working collaboratively	E	
	Proven experience in managing and delivering projects and programmes, ideally within the nonprofit sector.	E	
	Experience of co-producing projects in collaborations with key stakeholders	E	
4.	Knowledge		
	Good working knowledge of the voluntary/charitable sector in the Scotland	E	
	Knowledge of the rights of victims of crime in Scottish legislation	D	
	Willing to undertake statutory training as required by VSS	E	
	Knowledge of VSS and the work we undertake	D	
	Knowledge of digital performance metrics and capability to extrapolate meaningful insights from data	E	
	Knowledge of technologies: current, new and emerging	D	
5.	Behaviours		
	Highly self-motivated with effective leadership style and a self-managing "can do" attitude	E	
	Determination and willingness to take on new challenges and responsibilities	E	
	Willing to challenge stereotyping, prejudice, discrimination and bias	E	
	Ability to cope with rapid and sustained change and competing demands	E	
	Honesty and integrity	E	
	Strong approach to performance management with the ability to define and measure outcomes of success	E	
	Strategic thinker, able to deliver a vision of the future organisation	E	
	Willing to be flexible in working hours and able to travel as required	E	