

**JOB DESCRIPTION**

**Locality Manager (Service Delivery)  
Highlands**

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 and that support is provided in ways that suit victims and witnesses needs. 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**

Reporting directly to the Head of Service Delivery, you will be responsible for a team of Co-ordinators who in turn manage groups of volunteers to deliver and evaluate the support to victims and witnesses, our service users, at local court and community-based services.

You will be responsible for ensuring, within your services, that VSS’s organisational objectives are being implemented at a local level and have a role in business planning to ensure that all service users within your local area are aware of, and have access to, the support they need.

You will be responsible for all aspects of people management for staff in your area, ensuring that employees and volunteers are supported, knowledgeable and capable to deliver the support that meets service user’s needs.

**Key Accountabilities**

**Victims & Witnesses First Strategy:**

- Manage a portfolio of VSS services across the locality that meets the needs for service users
- Working with the Head of Service Delivery and others to create and implement a service development and delivery plan for the locality that is aligned to our organisational strategy and business plan.
- Extend the ‘reach’ of VSS services by:
  - developing new ideas and approaches to support more victims and witnesses
  - devising new and innovative partnerships that will extend our presence in all geographical areas
  - creating opportunities for community engagement for people living in our local communities who may be a victim or witness of crime
  - supporting the recruitment of volunteers from diverse and wide-ranging backgrounds to deliver support to all those affected by crime
- Be an ambassador for VSS in all aspects of the work that we do.
- Work from different locations within your locality on a daily/weekly basis, ensuring parity of work within these locations that meet the needs of victims and witnesses.

**Quality & Compliance:**

- Ensuring that all VSS operations within the locality are fully embedded within our systems, in particular CRM, to maximise the production of accurate and timely management information.

- Implementing service and practice standards and key performance indicators to demonstrate continuous improvement and service excellence in delivering outcomes for service users.
- Ensure that all VSS policies and procedures are adhered to by the staff and volunteers in the locality. Ensuring compliance with statutory, legal and organisational requirements such as GDPR, Safeguarding and Health & Safety.

**People Management & Volunteer Engagement:**

- Responsible for staff recruitment, induction and learning and development.
- Responsible for providing effective support and performance management to all staff and volunteers to achieve personal and organisational goals and objectives.
- Oversee all aspects of volunteer engagement in your locality, liaising with the Volunteer Engagement Officer to support achievements in organisational objectives as they relate to volunteers.
- You will oversee a team of Relief Support Coordinators who are deployed to fill staffing gaps in services across VSS. You will ensure they are managed and supported effectively and ensure correct processes are followed for their deployment.
- Working with colleagues to develop non-traditional volunteering opportunities aimed at involving volunteers in areas such as volunteer recruitment, mentoring, training and advocacy.
- Inspiring and motivating your team, and others, as VSS drives and implements change to support victims and witnesses of crime.

**Finance/Resources:**

- Responsible for locality and service budgets, ensuring that expenditure is kept within budget and that VSS's financial policies and procedures are adhered to at all times
- Ensuring that adequate resources are deployed to offer continuity and consistency of service delivery
- Maximise the potential of all available resources to ensure the provision of high-quality services.

**Behaviours and Values:**

- Be a role model, both within your team and the wider organisation showing energetic, determined, positive and resilient leadership with the ability to inspire confidence and a culture of respect.
- 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.
- At all times be a role model for the values of VSS.

**Communications:**

**Internally:** Executive Board, 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

### Locality Manager (Service Delivery)

KEY REQUIREMENTS		
1	Qualifications	EVIDENCE
	Educated to degree level or above (or demonstrable equivalent experience)	E
	Evidence of Continuing Professional Development	E
2	Skills / Abilities	
	The ability to plan and organise complex workloads with shifting deadlines in order to meet specific targets, ensuring quality output	E
	Effective leadership /management style, ability to build confidence, motivate and improve performance	E
	Ability to deliver change using a range of influencing, negotiation, facilitation and process skills	E
	Excellent verbal and written communications skills, along with the ability and confidence to develop effective internal and external relationships which deliver organisational goals	E
	Demonstrate digital approaches to your area of work	E
	Ability to think in innovative ways and skilled at problem solving	E
	Strong and demonstrable focus on delivering outcomes for service users	E
	Analytical skills – must be able to understand, collect, analyse, report and present data	E
	Ability to prepare, manage and monitor budgets and resources	E
3	Experience	
	Over 2 years' experience at line management level	E
	Experience of influencing, communicating and working collaboratively; building professional networks to enhance organisation profile	E
	Experience of service design and re-design approaches	D
	Experience of strategic project development	D
4	Knowledge	
	Good working knowledge of the voluntary/charitable sector in Scotland	E
	Excellent working knowledge of partnerships.	E
	Willing to undertake statutory training as required by VSS	E
	Knowledge of VSS and the work we undertake	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 continuous learning, ability to reflect and offer ideas for personal and organisational learning	E
	Ability to think of a vision for the future organisation	E
	Willingness to travel to other areas within your locality on a daily/weekly basis	E
	Willing to be flexible in working hours	E