# Introduction

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| **Job Title:** Managing Director (aka Service Manager)  **Closing date:** 9am on Monday 24th February  **Interviews:** Weeks of 24th February & 3rd March (may be subject to change)  This is an exciting opportunity to join the team at Shetland Rape Crisis (SRC), based in The Compass Centre in Lerwick. As our most senior employee, the Managing Director provides strategic leadership and direct day-to-day service management for the organisation in order to achieve our [Mission & Vision.](https://www.compasscentre.org/resources/Shetland-Rape-Crisis-Strategy-2024-2026---FINAL.pdf)  You will inspire a culture of trust, progress and justice through a strong intersectional feminist ethos and approach, driving change and development, and promoting empowerment, courage, equity, diversity and collaboration at all levels. You will ensure that The Compass Centre continues to meet its [strategic priorities and outcomes](https://www.compasscentre.org/resources/Shetland-Rape-Crisis-Strategy-2024-2026---FINAL.pdf) via the safe, sustainable, and impactful delivery of our charitable activities and services for Shetlanders affected by sexual violence.  You will be supported to grow in your own practice and values-base, and robust training and induction will be provided to ensure you are able to carry out the full responsibilities of the role. |

# Key Information

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| **Reporting to:** Board of Trustees  **Member of:** Senior Management Team (SMT)  *Managing Director*  *Finance & Office Manager*  *Support & Development Manager*  **Line-managing:** Finance & Office Manager  Support & Development Manager  **Working hours:** 35hr p/w. Open to negotiation but must be able to cover the centre during  business hours & attend board meetings approx. 2hrs p/m outside hours.  **Salary:** FTE £45,599.50. Includes £2,549 Distant Islands Allowance.  **Location:** Lerwick, Shetland  **Annual leave:** FTE 30 days & 12 public holidays / total 294hrs per year (pro-rata)  **Pension:** 8% employer’s contribution  **Restrictions: Only women need apply under Schedule 9, Part 1 of the Equality Act 2010.**  We encourage applications from those with lived experience, butwe cannot  consider applications from current service users or ex-service users who are  less than 1 year since leaving service.  **Contracted to:** The post is funded until 31 March 2026 by The Scottish Government’s  Delivering Equally Safe Fund. Contracts are re-issued annually upon  confirmation of funding. The post holder will be responsible, alongside senior  management and the Board, to ensure continued funding thereafter. |

# Overview

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| This is an exciting opportunity to join the team at Shetland Rape Crisis (SRC), based in The Compass Centre in Lerwick, where you will take a central role in steering the charity through its next phase of evolution.  As Managing Director, you will be responsible for leading on the delivery of [SRC’s Strategy 2024-26](https://www.compasscentre.org/resources/Shetland-Rape-Crisis-Strategy-2024-2026---FINAL.pdf) and our associated annual business plan, as well as shaping the strategic direction and overall delivery of our charitable services and activities in 2026/27 and beyond – ensuring that the organisation continues to provide safe, sustainable, and impactful interventions in the coming years and that we work together in line with our Mission and in service of our Vision:  *A Shetland where everyone is equally safe and respected; where women and girls thrive as equal citizens; and where no-one lives with the threat of sexual violence or its impacts.*  Over the past five years, SRC has achieved considerable growth and development. Since 2018/19, the organisation has progressed from small team of three part-time staff supporting around 50 cases in service per year, to today, where we employ a dynamic team of nine, supporting upwards of 90 cases in service per year.  This time has also seen us establish relationships with secondary schools across the Isles, delivering specialist educational workshops to an average of 850 young Shetlanders per year; the development and ongoing facilitation of a thriving [young activists’ volunteer group](https://www.compasscentre.org/involved-bee/) and an [ex-service user’s reference group](https://www.compasscentre.org/involved-owl/); the development and delivery of specialist training packages to and with partners; ongoing participation in national and local strategic partnerships; and leading upon a number of high-profile campaigns and events advocating for our cause.  Through the provision of visionary feminist leadership and management, you will be responsible for maintaining, strengthening, and building upon these foundations to secure a sustainable financial and operational future for SRC, safeguarding and strengthening the availability and stability of specialist services for Shetlanders affected by sexual violence in years to come.  This includes directing the funding and financial aspects of SRC’s activities with support from the Board of Trustees and Finance & Office Manager, and ensuring that the Trustees have the information required to fulfil their responsibilities including monitoring and evaluating performance, financial scrutiny, strategic risk assessment, and ensuring accountability.  You will work closely with the Board of Trustees and Senior Management Team to shape and direct SRC’s activities and you will be responsible for making sure that all activities continue to be carried out in alignment with [SRC’s Strategy](file:///C:\Users\LisaWard\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\K0E2T7U5\btw%20final%20version%20of%20the%20strategy%20finally%20online:%20https:\www.compasscentre.org\resources\Shetland-Rape-Crisis-Strategy-2024-2026---FINAL.pdf), which outlines our intersectional feminist Ethos & Approach and our Organisational Values; as well as the [Rape Crisis Scotland National Service Standards](chrome-extension://efaidnbmnnnibpcajpcglclefindmkaj/https:/www.rapecrisisscotland.org.uk/resources/Rape-Crisis-NSS-2024.pdf), the [NES Transforming Psychological Trauma Framework](chrome-extension://efaidnbmnnnibpcajpcglclefindmkaj/https:/www.nes.scot.nhs.uk/media/rgxngvpv/nationaltraumatrainingframework-execsummary-web.pdf), and all other statutory, contractual and regulatory requirements and quality assurance frameworks.  At The Compass Centre, we aspire to foster equity, diversity, accessibility and inclusion in all that we do, and we actively advocate for the protection and promotion of the rights of women and girls, children and young people, the LGBTQIA+ community, people of colour and survivors overall, as well as reproductive rights, disability rights, and human rights more generally.  We want our new Managing Director to be as passionate about our cause as we are. Charities like ours face an increasingly challenging environment – politically, financially, and socially – and this post requires a confident leader who feels prepared to navigate this landscape in solidarity with our team, partners, and allies, helping to shape and secure the Centre into the future and make sure that issues of sexual and gender-based violence continue to be addressed in line with best-practice evidence in Shetland for years to come. |

# Core Outcomes

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| **You’ll be the most senior employee responsible for ensuring we meet our core standards:**   1. **SRC has strong leadership**   SRC has strong leadership and governance, enabling the organisation to continue delivering high-quality charitable activities and services in Shetland that are safe, sustainable, survivor led, and underpinned by our intersectional feminist and anti-oppressive values.   1. **SRC is responsive to survivors**   SRC’s services and activities are responsive to the diverse needs of Shetlanders affected by sexual violence, and we continue to actively develop and improve the work that we do to be more relevant, accessible, and survivor led.   1. **SRC delivers safe practice**   SRC seeks to expand the safety and wellbeing of Shetlanders affected by sexual violence, as well as that of our staff, volunteers, and wider community; working within safe, trauma-informed models of practice that facilitate this.   1. **SRC makes a lasting impact**   SRC is dedicated to ending sexual violence and harm, driving the impact and effectiveness of our services and activities to foster lasting positive change in service of our Vision. |

# Strategic Priorities

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| **You’ll be the most senior employee responsible for ensuring we deliver our aims:**  **1**. Our work sees Shetlanders affected by sexual violence experience improved access to high-quality specialist services, support, and information; and improved health, justice, and community responses.  **2**. Our work sees Shetlanders affected by sexual violence are safer; have increased understanding of the impacts of trauma; feel more able to manage the impacts of trauma; and feel more able to take part in their work, education, &/or social life.  **3**. We work proactively to identify, reduce, and remove barriers to accessing our services and enable active participation in service-improvement; recognising and accounting for the compounding inequities that survivors may experience because of their gender, class, race, ethnicity, ability, neurology, age, sexual orientation, and/or immigration status.  **4.** We work to stay well-connected, visible, and approachable at all levels in our community, contributing to positive change in attitudes and behaviours around sexual and gender-based violence in Shetland.  **5**. Our work sees young people in Shetland show decreased acceptance of stereotypes, harassment, abuse, discrimination, & violence; increased knowledge of how and where to access help & information; and increased support for gender equity, healthy sexual relationships, & consent.  **6**. Strategic approaches to sexual and gender-based violence in Shetland are made stronger and more effective through our ongoing active participation, willingness to share our specialist input, and openness to having courageous conversations with our partners and allies.  **7**. Shetlanders who share our vision of a future free from sexual and gender-based violence, and most particularly survivors and those marginalised due to existing inequities, are engaged; empowered; supported to have their voices heard; and enabled to influence meaningful change.  **8**. We invest in our people, culture, and systems to support the safe, sustainable, and effective delivery of our services for survivors, and to increase the positive impact of our work across Shetland as a whole. |

# Key Responsibilities

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| 1. **Supporting Strong Governance**   You will work closely with the Board of Trustees, supporting them to fulfil their duties in line with [Feminist Governance Principles & Practice](https://www.compasscentre.org/resources/O.-Feminist-Governance-Toolkit.pdf), and ensuring they are equipped to represent SRC and take decisions that support the safe and impactful delivery of our services and activities in line with our strategy, ethos, and all relevant legislative and quality assurance frameworks.   1. **Strategic Leadership & Development**   You will lead on the delivery of [SRC’s Strategy 2024-26](file:///C:\Users\LisaWard\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\K0E2T7U5\btw%20final%20version%20of%20the%20strategy%20finally%20online:%20https:\www.compasscentre.org\resources\Shetland-Rape-Crisis-Strategy-2024-2026---FINAL.pdf) and associated annual business plan, including ensuring that all planned activities and developments effectively contribute towards SRC’s core standards, strategic priorities, and are in line with our intersectional feminist ethos and approach. For 2026-27 and beyond, you will further direct, shape, and develop SRC’s strategic approach, prioritising survivor-input, safety, impact, and sustainability.   1. **Operational Management & Oversight**   You will be responsible for the day-to-day operational management of the service, ensuring that SRC continues to meet its core obligations and has robust feedback and reporting processes in place. This includes providing line-management; taking part in annual reviews; leading regular team meetings; writing funding reports and applications; overseeing cases in service; and more.   1. **Quality Assurance, & Compliance**   You will ensure that SRC’s activities are delivered safely; in line with policy and procedure; and are compliant with all relevant legislative and quality assurance frameworks. As the most senior employee, you will act as the organisation’s Data Controller, Safeguarding Lead, Health & Safety Lead, and Human Resources Lead, and have a thorough grasp of these responsibilities.   1. **Representing & Developing SRC’s Profile, Reach, & Influence**   You will be the most senior employee representing SRC locally, regionally, and nationally. You will champion our cause; build and strengthen partnerships; present at events; oversee the direction of SRC’s communications and campaigns; and look for opportunities to increase reach and impact in order to achieve positive change in service of our aims and outcomes. |

# A diagram of a crisis Description automatically generatedOrganisational Structure 2025-26

# 1. Supporting Strong Governance

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| **You will ensure that:**   1. Trustees are provided with sufficient information and training about their legal duties, responsibilities and liabilities to enable them to govern effectively, fostering a culture of transparency and accountability. 2. Trustees regularly review and respond to relevant internal and external developments, identifying, assessing, and taking steps to mitigate organisational risks, including those that might impact the wider Rape Crisis movement. 3. SRC has transparent policies and procedures to support effective governance, including the lawful and relevant use and control of its funds, and these are reviewed regularly. 4. Trustees periodically review their effectiveness and take steps to develop, adapt and improve where gaps are identified, including making sure survivors have opportunities to be involved. 5. SRC operates recruitment and employment practices that actively dismantle biases, creating opportunities for marginalised groups and fostering genuine inclusion and belonging.   **You will do this by:**   * Working with the Chair and Senior Management Team to prepare regular reports to Board. * Supporting with the organisation of Board Meetings and the Annual General Meeting (AGM). * Attending monthly Board Meetings to present reports and updates to Trustees, answering questions, and responding to Trustee needs and requests. * Providing up-to-date information, guidance, and opportunities on matters of governance. * Supporting the recruitment, induction, and on-going training of Trustees. * Supporting the Trustees with the annual Board Skills Audit. * Working with the Board of Trustees with ongoing risk management and succession planning. * Where appropriate, working with the Board of Trustees and our consultants on operational matters that arise relating to human resources, health and safety, complaints, and GDPR. |

# 2. Strategic Leadership & Development

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| **You will ensure that:**   1. SRC embraces feminist leadership, anti-oppressive, and anti-racist practices. 2. SRC has clear values developed in meaningful consultation with key stakeholders and adopts an ethos and approach in line with the Rape Crisis National Service Standards. 3. SRC has clear and transparent aims and objectives, and trustees, staff, volunteers, and other key stakeholders are aware of their part in achieving these. 4. SRC has meaningful systems in place for collating and analysing feedback and uses this to inform service-provision and set outcomes that are meaningful to service-users and funders.   **You will do this by:**   * Leading on the development and delivery of SRC’s strategy and annual business plan. * Overseeing the ongoing management and development of all operational and financial performance systems and reporting across the organisation. * Developing and managing funding agreements and outcomes for delivering agreed activities, including providing regular impact reports to funders and other key stakeholders. * Working with the Finance & Office Manager and Trustees to ensure the financial sustainability of the organisation through short, medium, and long-term planning. * Identifying areas for improvement and developing service provision, policies, and procedures in response to feedback to more effectively meet the needs of survivors in Shetland. * Leading on the delivery and development of SRC’s outcomes framework, equalities monitoring processes, service-user involvement policies, workforce development policies, and other relevant processes that support the achievement of our strategic priorities. |

# 3. Operational Management & Oversight

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| **You will ensure that:**   1. SRC’s services and activities continue to be delivered consistently on a day-to-day basis in line with best-practice and ethos; agreed funded outcomes; and in line with all other statutory, contractual and regulatory requirements, and quality assurance frameworks. 2. Staff and volunteers have access comprehensive systems of induction, training, and support & supervision, ensuring they remain sufficiently skilled, trained, experienced, and equipped to work effectively within their role and towards the aims and objectives of the service. 3. SRC undertakes ongoing monitoring of progress towards agreed outcomes, using methods that give opportunities to service-users to express themselves in their own words, and this is used to inform and improve service delivery and development in real time. 4. SRC uses robust and meaningful monitoring and reporting processes to share regular information with key stakeholders, including reporting to funders, partners, and our own team, about issues affecting survivors in Shetland, service-delivery, impacts of trauma, and more, ensuring a culture of accountability, transparency, and responsiveness to survivors.   **You will do this by:**   * Being a present and active service manager at all levels, prioritising your workload so that you can, where appropriate, provide regular hands-on contact with staff and volunteers, including coordinating and attending weekly team catch-ups, monthly team meetings, senior management team meetings, quarterly wellbeing mornings, check-ins, debriefs, and more. * Delivering direct line-management, including monthly support & supervision, to senior management team staff, and annual Performance Development Reviews (PDR) with all staff. * Working with the Support & Development Manager to maintain an overview of staff wellbeing and ongoing delivery of services and activities, identifying any actions that may arise. * Leading on the recruitment of new staff in line with SRC’s Safer Recruitment Handbook, delivering induction and probation procedures with new staff, and ensuring all staff adhere to SRC’s mandatory training guidance and taking action to address where this isn’t the case. * Developing, implementing, and delivering training and continuing professional development programmes to ensure appropriate skills for ongoing service provision and need. * Ensuring the SRC phoneline and first-line digital contacts are covered during opening hours, including acting as a first point of contact for survivors and professionals. * On a day-to-day basis, working with the senior management team, trustees, Rape Crisis Scotland, and where appropriate SRC’s consultants, to lead, advise, and coordinate on any safeguarding, GDPR, health & safety, and/or human resources issues that arise in line with your lead officer duties (see Quality Assurance & Compliance section for further information). * Leading a rolling review of policies and procedures to ensure compliance and best practice. * Acting as lead controller of SRC’s primary data collection system, Oasis, and using this and other agreed outcome frameworks to provide regular monitoring of operational performance against agreed plans, outcomes, and frameworks. * Using Oasis and other feedback frameworks to pull relevant data and information to write meaningful impact reports for key stakeholders on an agreed schedule and in line with agreed outcomes and activities, using this to inform real-time service-provision. * Ensuring that staff are updating Oasis correctly and in a timely manner to allow for the production of accurate and up-to-date quarterly reports and annual reports. * Using your knowledge of the service, outcomes, impacts, and strategic priorities to identify funding opportunities, and writing and preparing grant applications for these. * Working with the Board of Trustees and our HR consultants to oversee updates to and annual production of contracts of employment for staff. * Working with the Finance & Office Manager to oversee contracts with contractors e.g. IT providers, human resources and health & safety consultants, insurers, cleaners etc. * Working with the Finance & Office Manager to oversee day-to-day office management, including premises, facilities, and assets. |

# 4. Quality Assurance & Compliance

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| **You will ensure that:**   1. SRC provides a safe environment for service-users, staff, volunteers, trustees and other key stakeholders, including processes to enable the recording, review and learning from safety incidents, and relevant staff, volunteers and trustees are involved in this process. 2. SRCs work is in line with professional ethical frameworks, legislation, and evidence-based good practice guidance appropriate to specialist service provision and activities. 3. SRC has robust policies, procedures and practices that reflect best practice guidance for safeguarding children and adults, which adhere to legislation and local statutory frameworks. 4. SRC has transparent policies and procedures in place that relate to the lawful collection, handling, processing, movement and disposal of data and these are clearly communicated. 5. SRC has robust risk assessments in place that reflect and respond to specific risks to service users and staff, and these are reviewed and updated at regular intervals. 6. SRC sets out and observes clear professional boundaries to guide appropriate relationships between staff, volunteers, and service-users and manage vicarious trauma.   **You will do this by:**   * Acting as Data Controller, Safeguarding Lead, Health & Safety Lead, and Human Resources Lead for the organisation. You be supported in your duties by the Board of Trustees, Rape Crisis Scotland, our human resources consultants *Peninsula,* our health & safety consultants *Citation*, and by maintaining a strong relationship with key expert partners such as Shetland Islands Council Social Work, Police Scotland, and more*.* In your absence, delegated responsibility for these duties lies with members of the Senior Management Team. * As Data Controller, you will ensure that SRC’s Data Protection Handbook and associated policies are regularly reviewed, updated, and communicated in line with legislation and best-practice. This includes annual registration with the Information Commissioners Office, Subject Access Requests, Data Breaches, & Data Protection Impact Assessments. * As Safeguarding Lead, you will ensure that SRC’s Safeguarding Handbook and associated policies are regularly reviewed, updated, and communicated in line with legislation and best-practice. This includes Child & Adult Protection, Domestic Abuse & Intimate Partner Violence, and Suicide & Self-Harm, as well as leading on day-to-day safeguarding decisions. * As Health & Safety Lead, you will ensure that SRC’s Health & Safety Policies are regularly reviewed, updated, and communicated in line with legislation and best-practice. Alongside Senior Management and other designated staff, you will act as Fire Warden, First Aider, and lead on Reporting of Injuries, Diseases & Dangerous Occurrences Regulations (RIDDOR). * As Human Resources Lead, you will ensure that SRC’s organisational policies and procedures are regularly reviewed, updated, and communicated in line with legislation, including equalities legislation, and best-practice. This includes supporting the Finance & Office Manager with oversight and management of our online system, *Bright HR*. * Ensuring adherence to the Rape Crisis Scotland National Service Standards, including leading on the complication of the annual internal audit and report to RCS to renew membership. You’ll be supported by RCS, trustees, and Senior Management to deliver this. * Ensuring adherence to the Trauma-Enhanced Level on the NES Framework. * Working with the Finance & Office Manager and trustees to ensure strong effective financial controls that comply with financial regulations, reserves policy, and quality standards. * Ensuring that the development and delivery of SRC’s activities recognises the additional barriers faced by marginalised survivors and promotes inclusive practice. This includes Equalities Monitoring and may include Equalities Impacts Assessments. * Identifying opportunities for reflective practice and ensuring staff access to the Employee Assistance Programme (EAP), support & supervision, and training on vicarious trauma. * Overseeing the Finance & Office Manager in the preparation of the annual accounts, annual reporting to OSCR, regular reporting to HMRC, and leading on the production of the Annual Report, ensuring compliance with legislative, regulatory, and accounting standards. |

# 5. Representing & Developing SRC’s Profile, Reach, & Influence

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| **You will ensure that:**   1. SRC actively contributes to ending sexual violence through engaging in public awareness activity across our communities regarding the impacts of sexual violence, challenging rape myths and rape culture, and empowering survivors to be involved in this work. 2. Strategic approaches to sexual and gender-based violence in Shetland are made stronger and more effective through SRC’s ongoing active participation, willingness to share our specialist input, and openness to having courageous conversations with partners and allies. 3. Shetlanders who share our vision of a future free from sexual and gender based violence, and most particularly survivors and those marginalised due to existing inequities, are engaged; empowered; supported to have their voices heard; and enabled to influence meaningful change.   **You will do this by:**   * Identifying key alliances to support the development and delivery of our mission, and working to strengthen these relationships using the expertise, capacity, and resources available. * Representing SRC on agreed partnership structures and, where appropriate, agreeing, managing, and supporting staff involvement in strategic partnerships, including national. * Maintaining consistency and quality across all official SRC communications, including online and in print, ensuring that all output is of the highest quality, accessible and inclusive, in line with the intersectional feminist ethos of SRC, and in service of our strategic priorities. * Positively representing and promoting SRC in all dealings with external agencies, locally and nationally, including in the media and to offices of power. * Where appropriate, agreeing and managing staff, and supporting trustees, to represent SRC in public communications, including in the media and to offices of power. * Where safe and appropriate, supporting survivors to have a voice and a meaningful influence in public communications, in line with safeguarding procedures. * Overseeing the safe delivery of consultation and participation practices such as volunteer groups (BEE/OWL), research projects, ongoing awareness surveys etc. * Overseeing the delivery of regular campaigns, public awareness raising activities, and fundraising activities in service of SRC’s strategic priorities, ensuring these are in line with best-practice and reflective of identified need. |

# Shared Expectations

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| **The following are shared standards expected of all staff:**   * Collaborate with and support colleagues at all levels within SRC and the wider RCS network. * Develop, maintain, and influence positive relationships within SRC and the RCS network to build cohesion and ensure good communication throughout. * Develop, maintain, and influence positive relationships with relevant external stakeholders. * Engage in your own continuous professional development and supervision structures. * Where appropriate and relevant, take part in strategic partnerships, representing and championing the work of the organisation and furthering its strategic priorities. * Foster a culture of safety, trust, equity, empowerment, and courage, while ensuring quality of financial operations across the service. * Champion the mission, vision, values, and goals of the SRC in all aspects of your work. * Familiarise yourself with [SRC’s Strategic Plan, Mission, Vision and Values;](https://www.compasscentre.org/resources/Shetland-Rape-Crisis-Strategy-2024-2026---FINAL.pdf) SRC’s Organisational Policies & Procedures; and the [RCS National Service Standards.](chrome-extension://efaidnbmnnnibpcajpcglclefindmkaj/https:/www.rapecrisisscotland.org.uk/resources/Rape-Crisis-NSS-2024.pdf) * Work together with the team to ensure that the development and delivery of SRC’s activities recognises the additional barriers faced by minoritised staff, volunteers, and survivors that result from oppressive and inaccessible systems, and act to address these. * From time to time, you may be asked to undertake other tasks in line with SRC’s goals. |

# Person Specification

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| **Criteria** |  | **Essential** |  | **Desirable** |
| **Knowledge** | E1  E2  E3  E4  E5  E6  E7  E8 | Demonstrates a strong understanding of [SRC’s vision, mission, values, & priorities](https://www.compasscentre.org/about-us/)  Demonstrates a strong understanding of the [RCS National Service Standards](chrome-extension://efaidnbmnnnibpcajpcglclefindmkaj/https:/www.rapecrisisscotland.org.uk/resources/Rape-Crisis-NSS-2024.pdf)  Demonstrates a strong understanding of the [NES Trauma Framework](https://www.nes.scot.nhs.uk/media/rgxngvpv/nationaltraumatrainingframework-execsummary-web.pdf)  Demonstrates knowledge of health & safety legislation & frameworks  Demonstrates knowledge GDPR/data protection legislation & frameworks  Demonstrates knowledge of employment legislation & frameworks  Demonstrates knowledge of safeguarding legislation and frameworks  Demonstrates strong understanding of IT systems inc. Microsoft 365 & SharePoint | D1  D2 | Demonstrates a strong understanding of [Feminist Governance Principles & Practice](https://www.compasscentre.org/resources/O.-Feminist-Governance-Toolkit.pdf)  Demonstrates knowledge of national and local strategies on violence against women / gender-based violence |
| **Skills &**  **Abilities** | E9  E10  E11  E12  E13  E14  E15  E16 | Can clearly articulate an intersectional feminist analysis of gender-based violence, and outline evidence-based approaches to tackling this issue  Can clearly articulate SRC’s vision, mission, values, priorities, ethos and approach, and how SRC’s charitable activities serve to achieve its aims  Can calmly, confidently, and sensitively discuss sexual violence and other related issues with a wide variety of audiences  Strong planning, organisational, and prioritisation skills, including initiative, managing workload, & meeting deadlines  Excellent interpersonal, communication, and conflict-management skills  Ability to remain calm & make decisions in challenging situations  Data analysis & evaluation skills  Excellent communication, numeracy, literacy, and IT skills |  |  |
| **Experience** | E17  E18  E19  E20  E21  E22  E23  E24  E25  E26  E27  E28  E29  E30 | Experience of key functions of finance, fundraising, IT, human resources, health & safety, GDPR, and safeguarding  Relevant leadership and/or management experience  Line management experience, including performance management & supervision  Experience assessing risk and following safeguarding procedures  Experience of monitoring, evaluation, and quality control processes  Experience managing contracts  Experience writing and producing reports  Experience of partnership working  Experience working with GDPR and data protection processes and protocols  Experience working with health & safety processes and protocols  Experience working with organisational policies and procedures, including human resources and employment policies  Experience maintaining professional boundaries  Experience developing and managing systems  Experience responding to distressed callers and/or service-users | D3  D4  D5  D6  D7  D8  D9  D10  D11  D12 | Experience working in/with third sector  Experience of income generation  Experience developing and implementing strategy  Third sector leadership and/or management experience  Experience writing funding applications and/or reports  Data Controller experience  Safeguarding Lead experience  Experience managing health and safety policies and/or procedures  Experience managing, updating, and/or reviewing policies and procedures  Experience working in an HR function |
| **Qualification** | E31 | Degree or equivalent qualification(s) in relevant area - e.g. HR, social work, law, criminal justice, business, accounting, gender studies, communications, counselling, psychology, community education, sociology etc. | D13  D14 | Qualifications and/or training completed in leadership, management project management, coaching, mentoring, supervision or any other relevant areas  Any NES trauma training |
| **Other** | E32  E33  E34  E35  E36 | High level of personal commitment to [SRC’s mission,](https://www.compasscentre.org/resources/Shetland-Rape-Crisis-Strategy-2024-2026---FINAL.pdf) intersectional feminism, equity, diversity, & anti-discriminatory practice and values  A resilient approach to the workplace and clear strategies for managing self  Demonstrates a commitment to continuous professional development  Genuine interest in social justice and desire to support those affected by sexual violence and harm  Evidence of a ‘can-do’ attitude and approach to problem solving | D15 | Ability to work flexibly, including outside business hours on occasion |