



## **Voice for Victims and Witnesses Ltd**

### **JOB DESCRIPTION**

<b>JOB TITLE:</b>	Victims' Business Delivery and Performance Manager
<b>SUPERVISION AND CONTROL:</b>	<b>Chief Executive Voice</b>
<b>PLACE OF WORK:</b>	Voice for Victims and Witnesses Ltd
<b>HOURS OF WORK:</b>	37 hrs.

**Scale: SO2 £32,436 - £35,348**

#### **PURPOSE OF THE JOB:**

The Business Delivery and Performance Manager (BDPM) is a key visible leader, working in close partnership with the Chief Executive. The (BDPM) will be responsible for leading and delivering key projects and performance improvement strategies as directed. The post holder will report directly to the Chief Executive playing a pivotal role in improving delivery of change, performance and efficiency strategies.

The post holder will significantly contribute to the development of a high-level framework for delivering the Voices Vision and business strategy, with an emphasis on integrating best practice and performance management into strategic business planning. He/she will provide assurance to the Chief Executive on the delivery of change initiatives, including business performance improvement and efficiency strategy. He/she will take a leading role in developing and improving Voices approach to change management and benefits delivery through appropriate programmes and projects.

#### **MAIN RESPONSIBILITIES:**

- 1 The post holder is responsible for delivering change and performance improvement through programme and project management, identification of timescales, key success factors, dependencies, risk and benefit realisation and provision of regular reports to the Chief Executive and Voice Board.
- 2 He/she will provide assurance on the delivery of change indicatives, including business performance, efficiency strategies and the management of risk.



- 3 Provide a business development capability and capacity in relation to the Voice service, bringing in new services and new ways of working to deliver ever better services to victims.
- 4 He/she will lead on developing an integrated and aligned strategic performance management reporting system, providing analysis and identifying opportunities to improve and streamline processes where appropriate.
- 5 Lead on specific commissioning activities within the victims' agenda.
- 6 Through regular financial forecasting, the post holder will identify both future budgetary requirements and delivery of efficiency savings, drafting appropriate bids, evidenced by a strong business case.
- 7 Being the main point of contract management for Voice for any contracts that the service requires.
- 8 He/she will work positively with staff groups, such as trade unions, taking a lead in building and maintaining effective working relationships with other agencies and stakeholders to promote the work of Voice.
- 9 The post holder will contribute to the design and implementation of an internal and external communications strategy: promoting partnership working and better understanding of stakeholder and victim and witness needs.

**NOTE:**

The job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which the post holder will be required to work. The post holder will be also required to carry out such other duties as may be determined from time to time to be within the general scope of the post.

**CONDITIONS OF SERVICE:**

The appointment will be a permanent full time post.

The annual leave entitlement is 24 days with a further 5 days after 5 years continuous service.



## **PERSON SPECIFICATION**

### **Essential Criteria**

1. A proven track record of delivering initiatives that are victim-centric
2. Substantial experience of leading at a strategic level significant programmes of work that have developed the business for the benefit of the customer/public
3. Experience of working across a range of criminal justice and community safety partners to deliver tangible outcomes for the public.
4. Demonstrates a real belief in public service and a strong personal commitment to providing excellent services for victims and witnesses, taking account of equality and diversity issues integral to working with members of the public.
5. Experience of building productive and collaborative working relationships with key stakeholders adopting a consultative approach.
6. A proven track record of strong project and change management and continuous improvement skills.
7. Excellent stakeholder and communication management skills, including at a senior level and managing complex staffing issues.
8. Strong organisation skills, including planning and documenting requirements of others, maintaining a clear focus on achieving results that meet quality standards within agreed timescales.
9. Excellent problem solving skills; able to balance risks, costs and benefits and think about the wider impact of decisions.
10. Strong leadership skills demonstrating an ability to take responsibility and to work with a significant degree of independence and authority.

### **Desirable criteria**

1. A recognised change management or continuous improvement qualification.
2. Experience of managing third party contracts and in the commissioning of services.