



LATIN AMERICAN WOMEN’S AID (LAWA) JOB DESCRIPTION

Position	Director (Maternity leave cover)
Responsible line manager	Board of trustees
Salary	NJC SCP41 £39,500 per annum including inner London weighting
Hours	35 hours per week, full time plus refuge out-of-office telephone cover (when necessary) as part of the staff Rota. (Not included in salary mentioned above)
Job Purpose	To manage and oversee the development of Latin American Women's Aid in accordance with the board decisions.
Location	LAWA Main Office (The Print House) and LAWA's refuges
In light of the nature of work and focus of LAWA, the organisation considers the candidate's race and gender, to be an occupational requirement in accordance with Parag 1, Schedule 9, of the Equality Act 2010.	

Key Responsibilities

1. Overall responsibility for providing organisational leadership, management and strategic direction in the management of all projects and activities in accordance with the policies and decisions of the board. To work within LAWA's policies and procedures, for example, Child Protection Policy, Equal Opportunities and Diversity Policy, Health and Safety Policy and The Confidentiality Policy.
2. Work with the Board and fundraiser officer to ensure LAWA has a secure and sustainable financial base and have responsibility for effective financial controls, including budget planning, monitoring and quarterly management accounts.
3. Responsible for the operational and strategic management, delivery and development of the organisation. To establish, in conjunction with managers, and then to monitor, clear performance targets, both quantitative and qualitative, which will significantly improve operational performance.
4. Lead in setting standards of good practice in all areas of work and working with staff to achieve these. Responsible for overseeing the management of these services to ensure they are intersectional- feminist- needs-led, safety-focused and of consistent high quality to meet survivor's needs

5. Strategic Management and Planning- Participate in the work of the senior management team to develop, deliver and review a strategic and planned work programme for LAWA.
6. Ensure team plans are translated into individual work plans for team members, in furtherance of strategic outcomes and priorities. Coaches and mentors staff as appropriate to improve performance.
7. Ensure the preparation of the annual business plan with targets for the team, to monitor and evaluate the success of those targets on an annual cycle.
8. Ensure that risk is well managed across the services and contribute to risk management across the organisation. Work with senior managers to identify operational risks to the organisation and manage these through risk management plans and strategies, as directed.
9. Ensure that mechanisms are in place to enable delivery of a high quality service at all times, in line with emerging quality marks and service standards, holistic service models, and the procedures and policies necessary for performance management and quality audits.
10. Act as safeguarding lead for the organisation, keeping up to date with relevance legislation.
11. Ensure that all financial reporting obligations are met in relation to submissions for funding, grants, contracts and any other initiative.
12. Ensure all reports for external funding bodies and partnerships are prepared to deadlines and report on key service delivery trends, and make recommendations for improving service quality and effectiveness as necessary.
13. Take overall responsibility for the recruitment, employment, management and development of human resources to ensure the highest level of staff performance towards the delivery of quality and efficient service delivery.
14. Responsible for the management and positive development of a range of strategic and operational relationships external to the organisation , working with other agencies at strategic level, in support of mutually beneficial approaches.
15. To raise the profile and reputation of the organisation by working closely with partners in the BME, local and women's sector.

Housing Management

16. Ensure refuges staff Implements and enforces LAWA's policies and procedures and ensures compliance with the LAWA's tenancy agreements and house rules; formulates strategies and tactics to mitigate violations.
17. Responsible to strategically lead a team that develop and deliver services that sustain tenancies. Maximising resident's disposable income and delivering a range of services that help residents to sustain their tenancy.

18. Responsible for the management and positive relationship with housing associations.
19. To oversee refuge-space allocation procedures and manage occupancy levels in order to maximise occupancy and minimise voids and ensure management of bad debts and collection of charges.
20. Provides direction, advice and take decisions on complex tenancy issues.
21. Provide strategic direction to the refuge provision of an effective, efficient and high quality housing management, case work support, conflict resolution and residents services functions.
22. To ensure health and safety, sustainability and efficiency issues are managed and maintained to an appropriate standard.
23. Oversees interaction with tenants & staff regarding complaints, violations, applications for housing, transfer requests, evictions.
24. Guides staff in effectively resolving difficult tenant issues and disputes and authorizes notices to end tenancy.
25. Preparation and monitoring of housing annual rent & operating budgets.
26. Ensure staff controls rent arrears and approves charge backs, and tenant transfer requests.
27. Provide leadership in the development and implementation of policies, procedures and decision-making processes towards the effective and efficient functioning of the organisation.
28. Assume all responsibility in compliance with Companies House, Charities Commission, Inland Revenue, Criminal Records Borough and other relevant and appropriate bodies.
29. To ensure that the refuge and LAWA's other projects are adequately staffed at all times.
30. Hold ultimate responsibility for decisions relating to child protection, confidentiality regulation at LAWA's refuge and all other projects.
31. To attend to emergency situations at LAWA's refuges which may include evening and weekend work (TOIL will be available)

Flexibility Clause

In order to deliver services effectively, a degree of flexibility is required and the post holder may be required to perform work not specifically referred to above. Such duties however, will fall within the scope of the job at the appropriate grade. This job description will be subjected to review with the post holder, to ensure that it accurately reflects the duties and range of the post. The aim is to improve the quality of service for Latin American women and all matters relating to their wellbeing.

General

All posts at LAWA are subject to the availability of funding.

1. Support the board of trustees in the governance of the organisation.
2. Actively engage in the development of staff through existing systems.
3. Work in the best interests of LAWA at all times to avoid any action that may cast LAWA into disrepute.
4. To carry out work in a way that ensures that all professional standards and LAWA's Code of Ethics is upheld and practiced.
5. To promote good practice standards in every aspect of the work carried out by the organisation including conduct with colleagues, external agencies and service users.
6. To receive regular support and supervision around the duties and responsibilities outlined in this job description.
7. To undertake any other reasonable duties as required by the Management Committee.
8. Ideally, to communicate with LAWA's staff in English and Spanish/Portuguese

LAWA aims to be an Equal Opportunities employer. **This posts is open to Latin American or any other minoritised women only and are exempt under the Quality Act 2010.**

No agencies

Please note that we can't provide any visa sponsorship.

**To apply to this post please send your CV to recruitment@lawadv.org.uk.
Please, indicate in the subject of the email to which post you are applying for.
Deadline: 17 of March 2019**