



Ending domestic abuse

# Chief Operating Officer

Recruitment pack  
March 2018



## **Our vision**

**Together we can end domestic abuse. We won't stop until all families are safe**

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## **Our mission**

**To make sure all people affected by domestic abuse can live safely**

**Our values**  
**We are rigorous**  
**We are human**  
**We are brave**

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Together these values express SafeLives' way of working that is guided by the evidence that is practical and independent, and puts family safety at the heart of everything we do.



## About us

We are a national charity dedicated to ending domestic abuse, for good. We combine insight from services, survivors and statistics to support people to become safe, well and rebuild their lives. Since 2005, SafeLives has worked with organisations across the country to transform the response to domestic abuse, with over 60,000 victims at highest risk of murder or serious harm now receiving coordinated support annually.

No one should live in fear. It is not acceptable, not inevitable, and together we can make it stop.

Every year, two million people experience domestic abuse. There are 100,000 people at risk of being murdered or seriously harmed; 130,000 children live in those households. For every person being abused, there is someone else responsible for that abuse: the perpetrator. And all too often, children are in the home and living with the impact.

Domestic abuse affects us all; it thrives on being hidden behind closed doors. We must make it everybody's business.

## Our Approach

### What would you want for your best friend?

- Help made available wherever you need it – whether from the police, your GP or hospital, or where you live
- Early, consistent and tailored support that makes them safe and meets their needs
- The choice to stay safely in their own home and community
- The perpetrator challenged to change and held to account
- A response that reflects the fundamental connection between the experience of adults and their children
- Agencies work together to meet the practical needs that people have, providing help on areas such as housing, money and access to justice

**We want this for each and every person living with abuse. Wherever they live, whoever they are.**

## What we do

- Create a platform for victims, survivors and their friends and family to be heard and demand change
- Test innovative projects and replicate effective approaches that make more people safe and well
- Combine data, research and frontline expertise to help services improve and to influence policy makers (locally and nationally)
- Offer support, knowledge and tools to frontline workers and professionals

## How we do it

- We are independent
- We focus on the practical: we believe in showing people what they can do, not telling them they should do
- We save time and money for local areas by solving common problems once and sharing the solutions
- We are informed by evidence of what really works
- We learn from local provision and respect local circumstances, but show how national replication can be achieved
- We work across organisational and sector boundaries

# What we know today



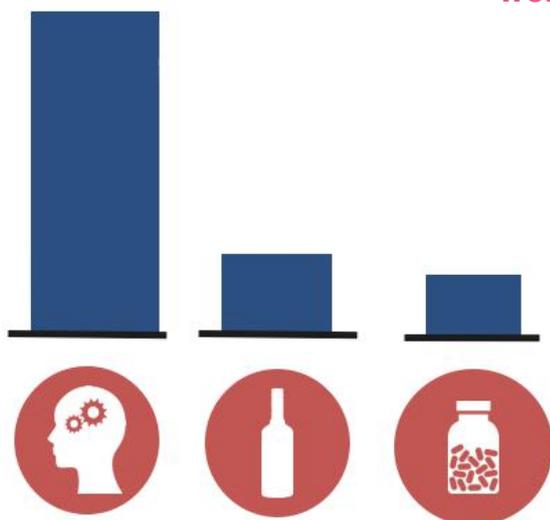
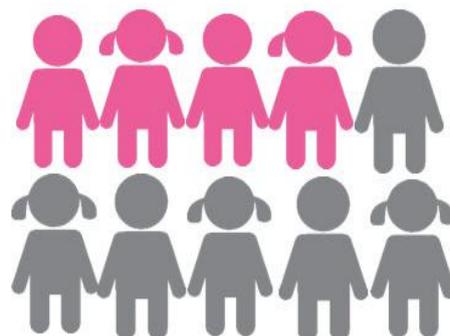
**85%** of victims of domestic abuse seek help five times on average before they get effective support



**4 out of 5** victims of domestic abuse do not call the police

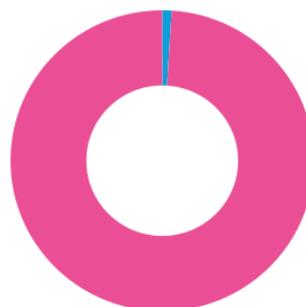
**Nearly 40%** of children

in households where domestic abuse was taking place were not known to children's services



**39%** of victims at high or medium risk of domestic abuse have **mental health** issues, **9%** have **substance misuse** issues and **6%** have **drug misuse** issues

**Fewer than 1%** of perpetrators receive any specialist intervention to change or be challenged



# Governance and structure

Our Chief Executive, Suzanne Jacob, leads the senior leadership team and overall operational management. The SLT is assisted by a staff team that comprises around 70 staff across England, Wales and Scotland, supported by a team of Pioneers, associate consultants and trainers.

SafeLives currently has a board of eight Trustees who meet at quarterly intervals and have overall responsibility for the management of the charity. There is a finance sub-committee that meets four times a year. In addition, the charity has established an advisory panel, known as the SafeLives' Pioneers, made up of people who have personal experience of domestic abuse who meet regularly to provide focused and specialist input to our strategy and development.

The funding comes through donations and from charitable organisations and trusts.

We get part of our income from government grants, as well as from fees for our training and consultancy services. You can read our most recent annual report and accounts on the [Charity Commission](#) website.

The charity is governed by its memorandum and articles of association. The charity is a company limited by guarantee.

Board profiles: biographical details of our Trustees can be seen on our [website](#).

# Role Description

**Role:** Chief Operating Officer

**Reports to:** CEO

**Hours:** 22.5 hours per week (0.6)

**Salary:** circa £65k per annum (FTE)

**Contract:** Permanent

**Location:** Bristol is preferred, London base will be considered with a regular presence in Bristol required

**Travel:** Regularly to London (c fortnightly) and occasionally to other parts of the UK as required

**Benefits:** 30 days annual leave + bank holidays, contributory pension scheme, access to Employee Assistance Program, childcare voucher scheme and cycle to work scheme

## Role Summary

The COO will be a member of the Senior Leadership Team of SafeLives and report to the CEO. The successful applicant will be responsible for effective and efficient internal management of the organisation – our money, our people, providing appropriate project and programme management and ensuring efficient value for money facilities and support functions. S/he will do this in line with our values: human, rigorous and brave. This is a time of transition for SafeLives, with a new CEO and new strategy about to be developed. The COO will play a critical role in supporting this transition and after that will have responsibility for organisational development. We would like the Central team to have clear responsibility for developing the organisation, its plans and its culture, keeping us running efficiently but also developing effectively too. Our staff should feel as motivated, confident and well-equipped as possible, and that will come from having a centre that puts us on the best footing to live our values and deliver our mission.

As our new COO, you will work with other members of the leadership and management team to lead our people strategy, ensuring that we have the right culture and capabilities to meet our future ambitions. You will lead the process of developing annual budgets and operating plans, helping others at SafeLives deliver measurable, cost-effective results that make a reality of our vision, that all families in the UK live free from abuse, and ensure there is timely, accurate financial management information available and monitored in the organisation so staff understand and can take action on our financial position in-year. You will embed sound project and programme management disciplines across the organisation's work, and will be responsible for efficient supporting infrastructure: office space, IT, data protection, legal and facilities.

# Key Responsibilities

## Leadership and strategy

- Work in partnership with other members of the Senior Leadership Team to create and deliver a new strategy which is appropriately supported with good project management disciplines and assessment of our impact
- Develop a people strategy for the organisation which ensures all staff, associates and Pioneers feel motivated and well equipped to deliver their respective responsibilities as part of our strategy and in line with our values
- Ensure that the charity's operations continue to be underpinned by a sustainable financial model
- Secure quality and value for money in all our facilities and contracts
- Keep abreast of any governance and legislative changes the charity needs to be aware of and respond to, including Charity Commission guidance and data protection requirements

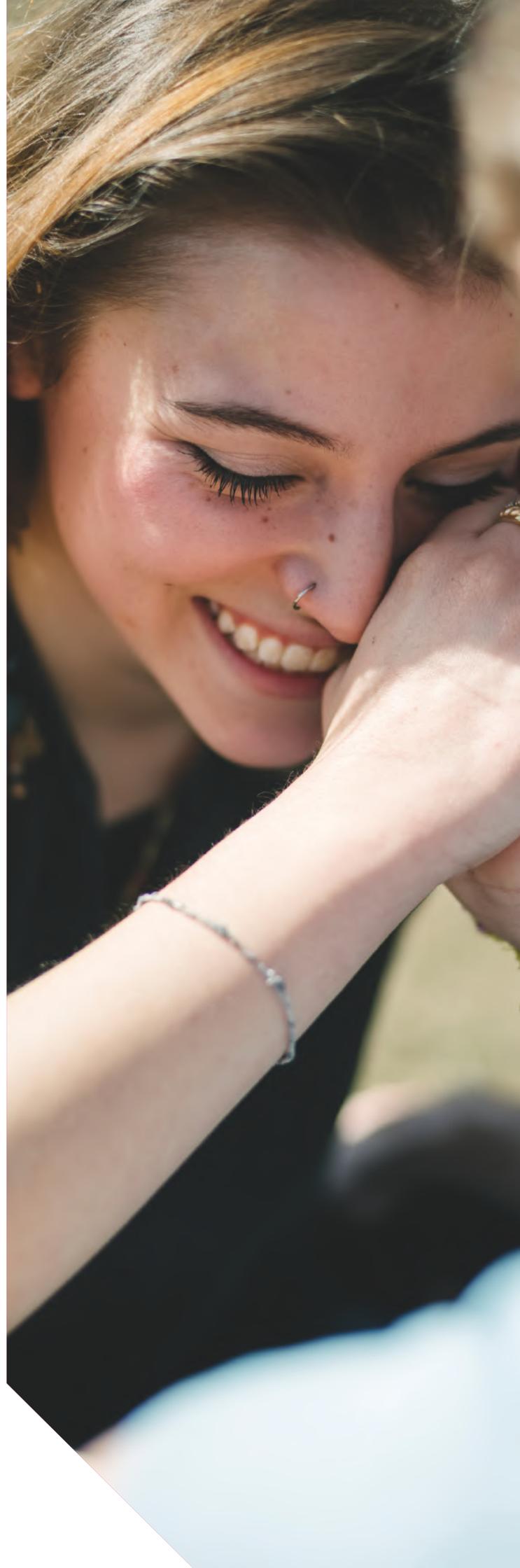
## Planning and delivery

- Working with the programme and project management team and Heads, lead the annual budget setting and operational planning process, ensuring alignment with our goals and strategic plans
- Develop and lead a culture that encourages high levels of motivation and outstanding performance, and evaluates progress against goals and values for the organisation
- Develop and lead the implementation of effective, fit for purpose, core business processes, including processes which need to be run in coordination with organisations with whom we are in formal partnership
- Ensure our financial planning, policies and management is rigorous, with streamlined, transparent processes that help all staff can access accurate and timely information and are making best decisions about our income and expenditure
- Ensure high standards of information management and data protection across the organisation, making sure our teams can access the information they need quickly and easily, maintain it securely, and keep accurate records and audit trails
- Identify when there is a requirement for external specialist support, such as HR or legal guidance, and ensure this is accessed and used effectively

## People Management and Values

- Line manage the Central team, including direct line management of the Head of Finance, HR officer and PMO lead
- Provide senior support to staff who work predominantly from the Bristol office of SafeLives
- Ensure the organisation has appropriate policies and practice in place to maintain organisational resilience and wellbeing, including safeguarding training and support and supporting our values in terms of living our authentic voice principle

*The above list is indicative only and not exhaustive.  
The post holder is expected to carry out all such  
additional duties as are commensurate with the role.*



# Person Specification

## Knowledge and experience

The successful candidate will be able to evidence that they live the core values of SafeLives; to be human, rigorous and brave. You will be driven by the goals and vision of the organisation and by the desire to see high standards in all the work we do. You will have proven experience in increasing organisational effectiveness and a demonstrated ability to both lead and build the capabilities of a team. In particular, you will have:

- A strong track record in delivering strong operational and financial results in an entrepreneurial and agile environment at senior management level
- Have the formal qualifications (eg ACA, MBA, CIPD Level 7) or appropriate experience to demonstrate a high level of understanding about operational and financial strategy
- Experience in developing and managing a high motivation, high performance culture
- The ability to understand what constitutes user, social and financial value and achieve this in the work of your team
- Evidence of the ability to consistently make good decisions through a combination of analysis, experience, and judgment;
- The ability to balance the delivery of programmes against the realities of a budget;
- Experience in applying project and programme management disciplines in a measured and streamlined way to achieve faster, better results
- Personal resilience and adaptability
- Broad experience with the full range of business functions and systems, including strategic development and planning, human resources, budgeting, business analysis, finance, IT and legal

The logo consists of a pink trapezoidal shape on the left, which transitions into a blue trapezoidal shape on the right. The word "SafeLives" is written in white, bold, sans-serif font across the blue portion, rotated diagonally to match the shape's angle.

**SafeLives**

**Ending  
domestic  
abuse**

Registered company number: 5203237

Registered charity number: 1106864