## Role information

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| Job Title: | Performance and Development Officer | Travel Required: | Between Black Country Women’s Aid’s sites across the Black Country and Birmingham as required |
| Location: | Sandwell  | Position Type: | Full-time |
| Service area: | Corporate Services | Level/Salary Range: | £23697.96 |
| Responsible to: | Development and Communications Manager | Working Hours | Monday – Friday 9am-5pm |
| Special Conditions |
| Mileage allowance if travel is undertaken as part of the role. |
| Job Brief |
| Black Country Women’s Aid (BCWA) is a progressive charity that specializes in supporting victims of abuse. Our services include support for both adult and child victims of domestic abuse, stalking, sexual violence, exploitation and modern slavery, as well as women in the criminal justice system. We offer sensitive and holistic support services which help victims escape from violence, cope with trauma and rebuild their lives. We place victims’ voices at the heart of our work and develop our services in response to need, working with an extensive range of partner organizations to help victims get the right support. BCWA services span across the Black Country including Sandwell, Dudley, Wolverhampton and Walsall. BCWA also has an office in Birmingham for limited services.The Performance and Development Officer will work within our Corporate Services team, which deals with BCWA’s central functions including development, governance, accountability, reporting, finance and funding. BCWA services are funded through a range of contracts, commissions, grants and donations. The Performance and Development Officer will be responsible for collecting, organizing, interpreting and presenting data to meet the reporting requirements of these funders. The post will also support development and communications. The Performance and Development Officer will work closely with the Development and Communications Manager and BCWA’s heads of operational service areas to ‘tell the story’ of BCWA for a variety of audiences. This is a challenging and rewarding role that requires: good organizational skills; accuracy; attention to detail; data analysis skills; a high level of written and verbal communication; and an ability to work within agreed timescales. The work in summary includes:* Data analysis: producing and analyzing reports on BCWA services to measure performance against targets;
* Gathering qualitative data to tell victims’ stories, including case studies and consultations;
* Reporting: produce reports to funders and commissioners, following regular quarterly, 6-monthly, and annual cycles;
* Gather research and evidence to support the development of new services and funding applications;
* Produce content for BCWA internal and external communications.
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| **Working for BCWA** |
| BCWA Values | This role will be an ambassador for BCWA promoting the values of the organisation and all it stands for.The (position) must possess the leadership, skills and commitment to challenge abuse and violence within society acknowledging that victims are faced with many barriers to living free from violence and abuse. Victims of violence are at the heart of everything we do.   BCWA listens, supports and cares. |
| Commitment to safeguarding  | Black Country Women’s Aid is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. |

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| **Meeting the Strategic Objectives of Black Country Women’s Aid** |
| 1  | To work within the aims and objectives of Black Country Women’s Aid; |
| 2 | To be compliant with GDPR procedures and principles |
| 3 | To be an active participant of the organizational strategic plan as requested, sharing ideas and thoughts to improve the victim’s experience and journey of recovery  |
| 4 | To represent the organisation positively and professionally |
| 5 | To contribute to the development of a culture and systems that promote equality and value diversity; |

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| **Governance**  |
| 1  | Reporting to the Development and Communications Manager as required and producing regular reports in accordance with an agreed schedule and performance requirements. |
| 2 | Attendance at relevant meetings. |
| 3 | Effective communication within the organisation to update about the service’s work and ensure that your line manager is informed of any issues that affect the effective delivery of services. |
| 4 | To ensure implementation of and compliance with BCWA policies and procedures. |

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| **Principle Duties** |
| **Data analysis, performance monitoring and reporting** |
| 1 | Working to a regular timetable: collect, organise, interpret and present performance data on BCWA’s support services for a variety of audiences; |
| 2 | Use BCWA’s case management database, excel, and other tools to produce and analyse reports on service throughput, outcomes, and performance against targets; |
| 3 | Produce performance reports for commissioners and funders, working to regular quarterly, 6-monthly, and annual cycles; |
| 4 | Assist with regular service audits, for example dip-sampling active cases, to assess support service quality and performance against targets; |
| 5 | Produce impact reports on BCWA’s services to support funding cases and service developments; |
| 6 | Assist with survivor/public consultation through online surveys, questionnaires, and focus groups;  |
| 7 | Write engaging case studies which illustrate survivors’ experiences; |
| 8 | Produce performance reports for BCWA Board of Trustees as required; |
| 9 | To be a proactive enthusiastic member of the team contributing to contract requirements and targets. |
| **Development** |
| 1 | Collate evidence and carry out research to support funding bids, tenders and other development. |
| 2 | Through data analysis, identify facts and trends to contribute to service developments and improvements; |
| 3 | Assist with identifying and implementing new monitoring and measurement tools to help BCWA improve services and demonstrate positive outcomes for survivors; |
| 4 | Work towards preparation of grant applications to trusts and foundations. |
| **Communications** |
| 1 | Produce content for BCWA external communications eg social media posts and website/e-newsletter news items, translating performance data and survivor stories for a public audience; |
| 2 | Produce regular internal communications on performance for BCWA staff; |
| 3 | Assist with preparation of BCWA Annual Report; |
| 4 | Build relationships with stakeholders and ensure appropriate sharing of information in accordance with BCWA policies and procedures. |

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| **General Duties** |
| 1 | To be fully compliant and up to date with BCWA’s policies and uphold standards of best practice. To remain up to date and compliant with local/regional/national legislation and emerging evidence. |
| 2 | To develop, maintain and represent positive, collaborative working relationships with all BCWA staff, being committed as part of the team to providing a high level of support to victims and survivors. |
| 3 | To attend all meetings or training as required, attend monthly supervision sessions, and appraisals.  |
| 4 | To participate in BCWA performance management processes, participate in target setting within the role and work to established targets.  |
| 5 | Ensuring that your practice meets health and safety standards in accordance with BCWA policy and procedures when working at different sites including non BCWA sites and use of relevant equipment |

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| **Safeguarding responsibilities (the individual’s responsibility for promoting and safeguarding the welfare of children and young people they are responsible for, or come into contact with)** |
| 1  | \*\*All posts are subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975.  It will be necessary for an enhanced disclosure to be made to the Criminal Records Bureau for details of any previous criminal convictions. |
| 2 | You are responsible to ensure children and young people you work with are safeguarded, this includes following BCWA safeguarding policies and procedures and feeding any concerns into your line manager or designated safeguarding lead. |

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| **Important information**  |
| 1  | This job description will be subject to review as part of the annual appraisal process. The post holder will be expected to be flexible in her development of the post and will participate fully in all discussions about the nature of her work and the tasks involved. |
| 2 | Black Country Women’s Aid is committed to safeguarding and promoting the welfare of vulnerable adults, children and young people and expects all staff and volunteers to share this commitment. |
| 3 | Any other duties which the Executive Director may feel necessary from time to time. |
| 4 | Occupational Requirement under Schedule 9 (part 1) of the Equality Act 2010 applies. The post holder must be female in accordance with the Sex Discrimination Act 1975 Part 7 (2) (e) |

# Person Specification

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| **Qualifications and Experience: You are required to have:**  |
| 1 | An education to degree level or equivalent (NVQ Level 5), minimum Level 3 |
| 2 | A high level of computer literacy, including proficiency with Microsoft Office |
| 3 | A good level of mathematical ability |
| 4 | Proficiency with Excel including formulas and charts, and experience of using databases |
| 5 | Experience of data analysis including collecting, organising, and interpreting large amounts of data |
| 6 | Experience of data inputting to a high level of accuracy, and maintaining up to date records |
| 7 | Experience of/ability to present information clearly in engaging formats |
| 8 | Experience of using Publisher, Powerpoint, or other design/presentation software to create engaging reports or presentations (desirable) |
| 9 | Experience of working within a formal contracting environment delivering/achieving against a specification and performance targets (desirable) |
| 10 | Experience of working in a professional environment (desirable) |

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| **Knowledge: You are required to:**  |
| 1 | Have an understanding of the reporting requirements placed on charities (desirable) |
| 2 | Have an understanding of relevant legislation, government policy and good practice requirements (desirable) |
| 3 | Have knowledge of Health and Safety, GDPR compliance and management (desirable) |

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| **Skills/ and abilities: You are required to have :**  |
| 1 | A high level of written communication skills |
| 2 | Ability to be calm and resilient whilst under pressure and to remain optimistic and persistent |
| 3 | Ability to work independently and within a team |
| 4 | A methodical and logical approach, with the ability to plan work and meet deadlines |
| 5 | A broad base of basic administrative skills including: Word, PowerPoint, Excel and using databases |
| 6 | Ability to communicate information clearly in a variety of formats  |
| 7 | Problem-solving skills and the ability to think creatively |
| 8 | Accuracy and attention to detail |

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| **Character and Personal qualities: You will be required to have:**  |
| 1 | A feminist perspective on how gender, social, economic, race, cultural, linguistic, religious and sexual orientation issues may impact on people’s lives |
| 2 | A confident, assertive, positive attitude and commitment to everything that Black Country Women’s Aid stands for  |
| 3 | Non-judgmental, non-directive and anti-discriminatory approach to empowering women |
| 4 | A High level of self-motivation, initiative and integrity and an ability to think creatively  |
| 5 | A willingness to learn new skills |

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| **Other Requirements: You will be required to:**  |
| 1 | Have a current driving license and access to a vehicle |
| 2 | Be able to work at evenings and weekends occasionally when required |
| 3 | Be eligible to work in the UK |

# Version control and Sign off

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| Job Description produced by:  | Kat Bailey, Development & Communications Manager | Date Produced | 18/01/2019 |
| Job Description reviewed by: |  | Date reviewed  |  |
| Job Description approved by: |  | Date Approved  |  |