



Job Description

Head of Development and Sustainability

Responsible to: WMWA Chief Executive

Salary: Starting Salary £48,635 (under review in 2026/27)

Key Responsibilities: Service development and resource acquisition to promote the sustainability of the organisation.

Objectives of the Post:

- Lead and manage the development of a property portfolio for WMWA.
- Lead and co-ordinate the development and implementation of an Income Generation Strategy for the organisation. with emphasis on the on the preparation and submission of tenders for the delivery of the full range of domestic abuse services in West Mercia and in other areas, as approved by the Board of Trustees.
- Develop and maintain productive relationships with national service development programmes, service improvement projects and ideas to enhance the sustainability of the organisation.
- Lead on the delivery of excellence in Survivor Engagement across the organisation.
- Provide support to, and deputise for the CEO when required.

KEY AREAS OF RESPONSIBILITY

Role specific responsibility	
<p>Lead and co-ordinate the development and implementation of an Income Generation Strategy for the organisation.</p>	<p>Support the Board of Trustees in the development of a WMWA Income Generation Strategy for the organisation.</p> <p>Lead on the preparation and submission of bids and tenders for the delivery of the full range of domestic abuse services in West Mercia and in other areas, as approved by the Board of Trustees.</p> <p>Identify opportunities to develop and sustain WMWA services through public sector funding and through charitable funding opportunities.</p> <p>Cultivate and develop relationships with charitable funding bodies with the values and aims that are compatible with those of West Mercia Women’s Aid.</p> <p>Co-ordinate collaboration across WMWA for the development of service proposals that will enhance the WMWA offer of services for the victim/survivors of domestic abuse and Violence Against Women and Girls (VAWG).</p> <p>Prepare and submit bids for funding on behalf of WMWA, and lead on the engagement with funders for the purposes of ongoing discussion in relation to both the preparation and decision-making processes.</p> <p>Adopt a leading role in the development of both strategic and operational partnerships for the purpose of collaborative bidding for the opportunity to enhance the organisation and/or deliver services.</p> <p>Ensure that the voice of the victim/survivor informs, shapes and is reflected in service development</p>
<p>Lead and manage the development of a property portfolio for WMWA</p>	<p>The postholder will lead the project from conception to point of delivery. They will work with the Board of Trustees and colleagues across West Mercia Women’s Aid, and with public and private sector partners, to establish a roadmap for the development of a WMWA Property Portfolio which will both transform our service offer and promote our independent financial sustainability. Key elements of that process will include:</p> <p>Project Leadership</p> <ul style="list-style-type: none"> • Develop and maintain a detailed project plan, timeline, and risk register. • Lead the full lifecycle of the first phase of the property acquisition project, from initial scoping through to delivery and handover. • Monitor progress against milestones and report regularly to the Board of Trustees and Leadership Team. • Manage the relationships with partners and professionals formally identified as collaborators for the delivery of this project, on behalf of West Mercia Women’s Aid

	<p>Governance and organisational development</p> <ul style="list-style-type: none"> • Work with the CEO and Trustees to identify and establish the most appropriate governance arrangement for the acquisition and management of property by WMWA. • Assess the benefits and challenges of Registered Social Landlord status for WMWA, advise the Board of Trustees and deliver on their requirements in this regard. <p>Funding and Bid Management</p> <ul style="list-style-type: none"> • Identify suitable funding streams (e.g., local government grants, charitable trusts, social investment, loans and mortgages). • Lead the development and submission of high-quality funding applications, ensuring alignment with strategic objectives. • Build relationships with social housing providers, funders, local authority housing departments, and relevant partners. <p>Property Acquisition</p> <ul style="list-style-type: none"> • Work with estate agents, legal professionals, and surveyors to identify and secure a suitable property. • Ensure the property meets safety, accessibility, and safeguarding standards required for domestic abuse accommodation. • Oversee conveyancing, due diligence, and compliance with charity governance requirements. <p>Stakeholder Engagement</p> <ul style="list-style-type: none"> • Liaise with internal and external stakeholders including staff, service users, local authorities, and community partners. • Act as a key point of contact for all project queries, ensuring effective communication and collaboration. <p>Financial Oversight</p> <ul style="list-style-type: none"> • Manage the project budget, ensuring expenditure is tracked and within scope. • Provide regular financial and narrative reporting to funders and senior management <p>Post-Acquisition Preparation</p> <ul style="list-style-type: none"> • Coordinate necessary renovations, furnishing, and setup to ensure the property is ready for occupation. • Develop operational handover documents and work with service delivery teams to ensure a smooth transition into use.
<p>Develop and maintain productive relationships with local and national service development programmes.</p>	<p>Develop and maintain productive relationships with national service development programmes such as The National Lottery, IRIS, the Armed Forces Covenant Fund, for the purposes of securing and sustaining the resources with which to deliver services.</p> <p>Develop and maintain productive relationships with local service development bodies in the health and public service sector to identify opportunities to foster collaboration for the development of services that will benefit the victim/survivors of domestic abuse.</p> <p>Work with the Head of Client Services and colleagues on the Leadership Team to identify and develop projects and ideas that will enhance the sustainability of the organisation.</p>
<p>Lead on the delivery of excellence in Survivor</p>	<p>Lead on the delivery of the Lived Experience Advisory Group contract</p>

<p>Engagement across the organisation.</p>	<p>Co-ordinate work to secure service user involvement to steer and shape service development and improvements and ensure that WMWA keeps service users at the heart of its provision.</p> <p>Champion the use of co-production by WMWA to facilitate the development of survivor-led projects and services, with a particular focus on the empowerment of survivors from marginalised communities.</p> <p>Monitor feedback from service users of the organisation and ensure that these inform strategic and service development.</p>
<p>Support, and deputise for the CEO</p>	<p>Work closely with the CEO in providing leadership for the organisation, and in representing WMWA with partner agencies and the wider public.</p> <p>Deputise for the CEO as and when required.</p> <p>Be a pro-active member of the Senior Leadership Team.</p>
<p>General Duties</p>	<ul style="list-style-type: none"> • As part of the WMWA Leadership Team, share collective responsibility for the integrity and effectiveness of the organisation. • Attend supervision sessions and team meetings • Undertake training as agreed at supervision sessions • To comply with the framework of equal opportunities and anti-discriminatory practices. • Undertake all other reasonable duties as required by the Chief Executive in furtherance of the objectives of this post

Person Specification

Head of Development and Sustainability

Criteria	Standards	Essential / Desirable	Demonstrated by
Qualifications	<ul style="list-style-type: none"> Minimum Level 4 standard of education. Degree or professional qualification in a relevant field. 	E D D	A A A
Experience	<ul style="list-style-type: none"> At least 3 years' relevant experience of leadership and management at an equivalent level in the public sector Evidence of the planning and delivery of a major relevant project, and of taking a lead role in all stages including options appraisal, income-generation and budget planning, governance design, partnering and mobilisation. At least 3 years' Senior leadership and management experience in the development and provision of accommodation and related support services Experience of working at a senior level within the voluntary/ not-for-profit sector Experience of multi-agency and partnership working at a strategic level 	E E D E E	A/I A/I A/I A/I A/I
Skills and Abilities	<ol style="list-style-type: none"> <u>Leadership and Development Skills</u> <ul style="list-style-type: none"> Ability to develop and lead services that both provide essential support, and seek to inform, challenge and change attitudes. Ability to support and empower, motivate and develop staff. Ability to establish effective working relationships with people at all levels - both internally and externally. Ability to co-ordinate and direct staff to ensure optimal service delivery. <u>Communication Skills</u> <ul style="list-style-type: none"> Excellent verbal and active listening skills. Ability to interpret and analyse financial information. Excellent written communication skills and ability to write reports and funding proposals for both internal and external audiences. Ability to communicate effectively (both orally and in writing) with a wide range of people including colleagues and other professionals Ability to contribute to, understand and analyse statistical data Ability to work co-operatively with other professionals and managers on behalf of service users and of the service Ability to deliver presentations and awareness workshops internally and to external agencies. IT skills – ability to use Outlook, Word, Excel and to record information on a database. <u>Organisational Skills</u> <ul style="list-style-type: none"> Ability to prioritise tasks and to be pro-active in responding to unplanned demands. Ability to manage effective meetings. 	E E E E E E E E E E E E	I I I I I I A A/I I I I A/I

	<ul style="list-style-type: none"> Ability to manage own time, and that of others, effectively. Flexible approach and an ability to adapt to changing priorities. <p>4. <u>Personal Integrity</u></p> <ul style="list-style-type: none"> Understanding of and commitment to good practice in confidentiality, information sharing and record-keeping Understanding of, and commitment to, effective anti-discriminatory practice, and to good practice in Equalities for both service users and employees. 	E E	I I
Knowledge and understanding	<ul style="list-style-type: none"> Knowledge and understanding of domestic abuse issues, and of the needs of children and young people affected by it. Good knowledge of housing and homelessness legislation. Knowledge and understanding of the importance of effective safeguarding for both children and vulnerable adults, and of child protection processes and practice. Excellent knowledge and understanding of all issues related to equality and diversity, and a commitment to it's positive promotion at WMWA. 	E E E E	A/I A/I A/I A/I
Personal Qualities	<ul style="list-style-type: none"> Strong commitment to Women's Aid values and ethos. Commitment to the empowerment of all those affected by domestic abuse. 	E E	A/I A/I
General Requirements	<ul style="list-style-type: none"> Car user with daily access to a vehicle that is available and insured for business use. Willingness to work remotely. 	E E	A I

I understand the contents & responsibilities of the above job description.

Signed _____

Date: _____

