

Head of Services



A B I A N D A

- Are you an experienced leader and service manager?
- Do you have extensive safeguarding experience with a robust legislative knowledge across child protection, modern day slavery, policing and crime, and other areas relevant to our work?
- Do you want to bring about a culture shift in the way services are delivered to young women?

Abianda is an award-winning social enterprise that works with young women and girls affected by gangs and county lines, and the professionals who work with them.

Our unique model of practice addresses the barriers that stop young women from seeking help and creates safe spaces to support them to develop skills and strategies to navigate risk, so they can achieve the changes they want. We believe all young women are experts of their own lives.

We're looking for an experienced manager with excellent safeguarding experience to lead the development, reporting and evaluation of the front line services we deliver to young women.

The Head of Services is an important member of our senior leadership team with responsibility for all services delivered to young women and girls. The post holder will join the organisation at an exciting time of long term strategy development and will have the autonomy to influence cross organisational policy, quality assurance and systems change to ensure that we are delivering services of the highest standard.

Job Details:

- Full-time (35 hours per week)
- Fixed-term contract for 24 months, with expectation to extend once further funding is confirmed
- Salary: £40,800 per annum, plus pension (reviewed annually)
- 28 days holiday per year, plus bank holidays
- Hybrid working, with the office based in Highbury, London (N5) and with some working from home. Plus potentially some travel for networking, conferences and training
- A member of the Senior Management Team
- Reporting to the CEO
- Optional flexible working arrangements and staffing policies that focus on best practice and well-being
- Monthly clinical supervision

Abianda understands the importance of investing in staff and offers many opportunities for training and professional development. These additional benefits include:

- Two-week induction with approximately £1,200 worth of training input
- Solution Focused training
- Continued internal training and professional development
- Suite of enhanced staffing policies
- A learning and reflective culture within the organisation
- Team socials and away days
- Peer support groups

Job Description

Main responsibilities of the role

- Organisational lead for all front line services delivered to young women;
- Have a live and thorough understanding of progress against service deliverables, including targets, outcomes/impact, budgets, successes and challenges;
- Responsible for Abianda's case management systems, reviewing capacity and allocating referrals within a stipulated time frame across all services and leading case management system changes that support more effective and streamlined working;
- Work with Senior Practitioners in order to triage incoming referrals - liaising with external referring agents to support allocation of cases and safe practice for team members;
- Work in partnership with SMT members to review, design and implement new policy, systems and processes to ensure that quality assurance standards are met across all front line services,
- In partnership with Abianda's DSLO develop and implement an annual practice development programme ensuring team is skilled and confident to deliver services at a level of excellence;
- Responsible for bringing learning and new practice into the organisation in support of Abianda's team and high quality services for young women with complex needs;
- Project manage and implement quality assurance, infrastructure and/or practice development projects as they relate to your area of responsibility;
- Ensure all areas of our responsibility are delivered through the lenses of equality, participation and high standards of quality assurance.

Safeguarding

- To hold Deputy Designated Safeguarding Officer (DDSO) duties
- Triage reports and concerns from staff and notify the Designated Safeguarding Lead of cases that require immediate action (and take that action in her absence);
- Offer advice to staff with regard to routine safeguarding issues and take appropriate action;
- Refer allegations or cases of suspected abuse to the relevant investigating agencies, ensuring they have access to the most relevant up to date information;
- Ensure that relevant, detailed and accurate written records of referrals/concerns are kept and that these are shared with the Designated Safeguarding Lead;
- Attend and contribute effectively to Child In Need meetings, Child Protection conferences, Early Help, and planning and review meetings;
- Liaise with the LA and follow up any referrals made;
- Work closely with the Designated Safeguarding Lead and other DDSO to ensure that organisational policy and practice reflects current legislation and that the team are skilled to implement this confidently;
- In partnership with the DSLO, lead monthly case file review meetings for the practitioner team;
- Encourage a culture of equality, participation and excellence when advising on safeguarding issues and practice.

Other responsibilities as a member of the Senior Management Team

Cross organisational work

- Be involved in weekly SMT and monthly full management meetings, address organisational staffing, policy, systems and development issues
- Actively contribute to the planning and implementation of the vision and strategy of the organisation (including infrastructure and policy development);
- Understand Abianda's financial position and available resources for operational delivery;
- Take on additional cross organisational actions and projects in support of the organisation's vision and current strategy, and in service of whole organisation development;

- During periods of staff absences, you may be required to take on additional tasks as per your seniority, skills and expertise.

Monitoring and evaluation

- Hold monitoring and evaluation responsibilities, responding to reporting requirements across projects in your remit, so that partner and funder questions are answered;
- Hold Contract Lead responsibilities on funds and projects that you are involved in or support team members in. With contract oversight, budget familiarisation and liaison with funders/partners;
- Monitor quality assurance and progress to ensure staff team are meeting Abianda's quality assurance standards;
- Provide quarterly reports for the Board, updating on your areas of responsibility.

Line Management & Support

- Hold line management responsibility for up to four members of staff. This will be capped on the basis of the number of non-direct reports in your directorate.
- You will ensure your team receive high quality line management support, providing the time and input required to deliver their work to an exceptional standard;
- Ensure that wellbeing, professional development needs and HR requirements are met, including the monitoring of training, annual leave, TOIL and sickness for those you line manage;
- Encourage a learning culture in support of continuous professional development of our teams;
- Engage in monthly clinical supervision to support wellbeing and a reflective practice;
- Participate in monthly supervision with your line manager.

Internal communication

- Report to your line manager across all aspects of your responsibilities;
- Work with the CEO and SMT to support a unified strategy and approach to communication across the organisation;
- Positively support and be a conduit for communication between the Senior Practitioners/Officers and Senior Management Team
- Lead team meetings, ensuring that organisational changes are communicated consistently and the team is consulted on relevant organisational matters as far as is possible;
- Support internal communications by sharing information and feedback up and down the layers of the organisation's hierarchy - ensuring that team members are informed and consulted

Working in partnership

- Your professionalism will reflect the reputation and integrity of the organisation, and your conduct in all responsibilities will uphold Abianda's policies and procedures.
- You will promote Abianda's services, support the engagement of young women and girls in our services maintaining relationships with partners and commissioners;
- You will work in partnership with other Abianda SMT members, being a source of peer support and shared learning;
- You will be a spokesperson for Abianda, promoting the ethos, principles and vision of the organisation to external events and stakeholders.

Safeguarding and participation

- Hold up to date safeguarding knowledge in order to identify and respond promptly to emerging safeguarding issues as they arise in the infrastructure of the organisation;
- Work with the CEO and SMT to ensure that all safer recruitment requirements are met for all staff in your directorate;
- Work closely with the Participation Team to ensure that young women's voices are embedded in the activities and developments of your directorate;
- Take on training and project responsibilities for young women employed by Abianda, as scheduled across the leadership team.

Person Specification

Essential skills/experience

- A professional background spanning youth work, safeguarding, VAWG services, and/or criminal justice;
- Strong knowledge of contextual safeguarding theory and practice;
- Good extensive safeguarding experience with a robust legislative knowledge across child protection, modern day slavery, policing and crime, and other areas
- Excellent organisational, project management and analytical skills, with experience of writing reports for senior leaders and managing multiple projects in tandem;
- Excellent communication skills and the ability to navigate statutory and non-statutory systems and services and liaise with senior leaders;
- A commitment to our equalities framework and an understanding of the intersectional nature of social identity and how this impacts staff and service users;
- Experience in leadership and managing teams;
- A proactive nature, a willingness to 'go the extra mile', and a curiosity to understand the lives and experiences of young women;
- A willingness to take on Abianda's unique [model of practice](#) to support the engagement of young women;
- A strong values match with [our principles](#) – we believe that:
 - Young women are experts on their own lives
 - People affected by a problem are best placed to find the solutions
 - Young women must participate in building solutions and influence the design and delivery of services
 - If this is to happen, traditional power hierarchies in service delivery must be overturned
 - We have a fundamental belief in young women's innate strengths, resources and competence.

Desirable skills/experience

- You will have a social work or JNC professional youth work qualification or equivalent;
- Experience of delivering training to a diverse professional audience - preferably alongside young people or service users;
- Open to travelling to different locations across London to deliver sessions and training.

To apply:

To apply please send your CV and a supporting statement to [sam\[at\]abianda.com](mailto:sam[at]abianda.com). Your supporting statement should explain why you want to work with Abianda and how you meet each of the requirements in the person specification (no more than 2,000 words). If you prefer you could send us an audio recording or video (max. 10 mins) instead. Please also download and complete our optional [equal opportunities form](#).

We will review applications as we receive them. An interview date will be provided shortly.

Please note

- Due to the work we do, Abianda is a women's only employer, and as such this position is exempt under Schedule 9 of the Equality Act 2010. We also welcome applications from non-binary candidates if they believe that their lived experience aligns with that of women and girls.
- We particularly welcome applications from people with disabilities, people of colour, the LGBTQ+ community and from different socio-economic and educational backgrounds.
- We encourage applications from people from all walks of life, including those who may have had exposure to similar experiences that young women across London are facing.