

Person Specification – Service Development Manager

Essential Requirements	Knowledge and Understanding	
	Understanding of domestic violence and abuse and its impact on women/men, their children and the extended family.	A & I
	Understanding of how innovation of service delivery is achieved.	I
	Understanding of, and commitment, to Equal Opportunities principles and practices.	I
	Understanding of Data Protection and Safeguarding responsibilities.	A
	Awareness and understanding of the barriers faced by marginalised groups when accessing services.	A & I
	Understanding the value that volunteers bring to support an effective service.	I
	Knowledge of issues that impact upon sustainability of the voluntary sector and service delivery.	A

Essential Requirements	Skills and Abilities	
	Ability to oversee risk management and implement strategies to minimise risk.	I
	Ability, on a strategic level, to network and collaborate through effective partnerships in order to support and develop BCD's range of services.	A & I
	Ability to be a strong and motivational leader who engenders an ethos of self- belief and collaborative success.	A & I
	Ability to adapt and manage changing priorities including the ability to prioritise workload effectively to meet deadlines.	A
	Ability to design and develop new services and/or training initiatives in response to identified /evolving needs and funding opportunities.	A & I
	Ability to involve service users in the design and development of services.	A
	Ability to communicate and negotiate at all levels effectively, with stakeholders, colleagues and Partners.	A & I
	Ability to produce accurate and concise reports, funding applications etc.	A
	Ability to use a range of IT applications including Word, Excel, and an electronic database and to maintain relevant systems and records for monitoring and evaluation purposes.	A
Ability to operate within a quality assurance framework, ensuring targets and objectives are met on time	A & I	

Essential Requirements	Experience	
	Proven track record of project design, implementation and procuring resources.	A
	Extensive experience of line management and staff development	A & I
Experience of facilitating, planning and delivering presentations, workshops and/or training.	A	

	Experiencing of analysing data and measuring impact in order to inform service development and identify unmet need.	A
Desirable Requirements		
	Experience of representing an organisation at a strategic level	A

	Education and Qualifications	
Desirable Requirements	Recognised Domestic Abuse Awareness training	A
	Recognised Management qualification	A
	Recognised Training qualification	A

Essential Requirements	Other	
	Flexible approach with regard to working hours.	A
	Possession of a full drivers licence with access to a vehicle to be used for work purposes, insured for business use.	A