



Stay Safe East
Supporting disabled survivors
JOB PACK
OPERATIONS MANAGER
January 2023

Stay Safe East is looking for an Operations Manager who will oversee the management of the Charity's operational and administrative functions, and support the CEO on HR and governance matters.

About Stay Safe East

Stay Safe East is a user-led organisation led by disabled people and supporting disabled survivors. Stay Safe East is one of only four funded Deaf or Disabled People's Organisations (DDPO) in England and Wales working on Domestic Abuse and the only specialist DDPO working across all areas of abuse (domestic and sexual violence, hate crime, harassment and institutional abuse). From small beginnings in 2010, we have grown into a nationally recognised leader in the field. *More details on our website www.staysafe-east.org.uk and at the end of this job pack.*

This is a period of change. From a local organisation with 5 staff in 2018, we are now a London-wide service with 16 staff at present, 20 by early 2023. We are gradually developing our management structure with specific responsibilities, in order to meet the needs of a growing organisation. Our Chief Executive joined us in March 2021 and is leading Stay Safe East into the next phase of its work.

The role

Under the overall direction of the Board of Trustees, and the direct Management of the Chief Executive, and in accordance with Stay Safe East's policies, procedures and practices, the Operational Manager will be responsible for day-to-day operational management of the organisation, will oversee the work of the administrator, and ensure compliance with GDPR and health and safety. The administrator is responsible for purchasing supplies, managing equipment for staff (including that funded by Access to Work) and goods for clients, for IT trouble shooting and liaising with our IT and database companies and for general administration.

We have a positive policy on training and employing disabled people. We expect commitment and hard work from all our staff; in return we offer an accessible, flexible and welcoming workplace, reasonable adjustment and support in your work and involvement in a team who are passionate about getting the very best for our clients and bringing about change.

About you

You will have the practical operational and organisational skills necessary to support Stay Safe East as a growing charity. You will have experience of managing operational functions within a voluntary or public sector organization or relevant experience within the private sector. You should have some experience of managing staff, and some knowledge and understanding of the charity sector. You must be able to manage change. You should be self-organised, motivated, practical and a good communicator. You must be comfortable working in an environment where difference is welcomed, and in ensuring that your work practice meets the needs of your colleagues, including being able to make operational systems accessible to the Board, CEO, managers, staff and volunteers. A good knowledge of IT would be welcome.

Your ethos, values and approach must match those of Stay Safe East. A commitment to human rights and equality is a must. Though the role does not generally involve working with clients, you may meet clients in

the course of your work; you must be able to interact with clients with respect and maintain boundaries, and to maintain confidentiality. Your work will support our teams to do what is often difficult and challenging work, so sensitivity towards colleagues is essential.

Working arrangements: The office core hours are 10am to 5pm, but some flexibility is possible to meet disability or other needs. Contracted hours are 17.5 hours (including a half-hour lunch break if you are working a whole day) – the postholder will agree their working days with the CEO once appointed.

The postholder may sometimes be required to take minutes of Board meetings, which are always in the evenings, as most of our Board members are in employment. Very occasional weekend meetings may be required, for example for an organisational event.

We operate a hybrid working system, subject to any further Covid restrictions. The usual place of work is our office in Leytonstone, London E15. The postholder will be required to work from the office part of the time in order to liaise with the CEO and other managers and ensure the office is running smoothly.

Line Management: This post will be managed by the CEO.

Support: Initial support during the probationary period will be provided by the CEO. You may have access to monthly external coaching or mentoring if required. Other support and training are available.

Access and inclusion: Our office and building have a good standard of access, with parking within 10 metres of the entrance and an accessible toilet and meeting rooms on the ground floor alongside our offices. There is a rest room on site. For administrative tasks we use Word and Excel. Assistive software can be funded through Access to Work.

We will make reasonable adjustments where possible. Where relevant, we assist our staff to apply for Access to Work support.

Where hybrid working continues to operate, the successful candidate will be provided with appropriate IT and software, duplicate seating or other support to enable them to work from home.

Probationary period: 6 months from start date. By the end of the probationary period, you must be able to exercise all the functions of the post with competence.

DBS: This post is subject to a satisfactory Enhanced DBS check.

APPLYING FOR THE POST

If you like what you have read and have the skills, experience and the commitment to support our organisation, please apply for the post of Operations Manager.

To apply, please complete the attached application form and monitoring form, and return them no later than January 30th 2023 at 12 noon by e-mail to: recruitment@staysafe-east.org.uk. Please head your e-mail **Operations Manager Application**

Important: Please ensure you return the forms as typed word document in 16 point, not as a PDF or handwritten document; this is so all forms are accessible to members of the interview panel.

If you have any questions, or require the application form and job details in a different format, please e-mail admin@staysafe-east.org.uk (*Please do not e-mail the recruitment inbox for queries. Thank you*)

Interviews will be on 2nd and 3rd of February 2023. The interview panel will be the CEO and a Board member.

Stay Safe East

Operations Manager



Job Description and Person Specification

Job details

Salary:	£ 33,170 per annum pro rata
Hours of work:	17.5 hours per week
Managed by:	Chief Executive
Contract term:	Permanent, subject to funding. Currently funded by Three Guineas Trust
Place of work	Stay Safe East offices, 90 Crownfield Road, London E15 2BG (accessible premises). We operate a hybrid working system.
Funded by:	Three Guineas Trust
Responsible to:	Chief Executive, Stay Safe East
Responsible for:	Administrator
Start date:	as soon as possible after January 2023

Stay Safe East particularly welcomes application for this post from disabled people who reflect London's diverse communities of faith, sexuality, culture, ethnicity and age.

Aims of the Post

The Operations Manager is a member of Stay Safe East's Management Team and oversees the day-to-day functions of Stay Safe East's operations under the direction of the CEO and with the help of the Administrator.

The Operations Manager is responsible for Stay Safe East's administrative and operational functions including:

- Operational support to the CEO, Management Team, and staff
- Health and Safety management
- GDPR compliance

- Maintaining HR records and liaising with our HR advisors
- Overseeing recruitment processes
- Office and facilities management
- Managing the Administrator
- Some support to the Board in relation to Governance responsibilities(shared)

Ethos

1. To work to the social model of disability and to implement Stay Safe East's Equality and Diversity Policy, ensure a non-discriminatory approach to this role; to work within the inclusive ethos of the organisation
 2. To work in the best interests of Stay Safe East, its staff, Board and clients and in line within its ethos and values
 3. To exercise probity and honesty in all matters
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Main tasks

A. Operational Support to the CEO and Management Team

1. Manage and develop operational systems to support the effective delivery of Stay Safe East services as the organisation grows; conduct bi-annual review of Stay Safe East's internal operational processes, including reviewing contracts and monitoring systems
2. Support the CEO and Management Team in effective management of supplier contracts and the building lease, ensuring legal, regulatory, and contractual compliance for each contract.
3. Work with the CEO to manage data collection and storage in line with current GDPR and Data Protection Regulations
4. Take account at all times of the need for accessibility of information, communication, and processes

B. Human Resources and Health & Safety

5. Support the CEO and Managers on HR and Health and Safety matters
6. In conjunction with the CEO, liaise with our HR advisers (Croner) to ensure that Stay Safe East HR, Health and Safety and other policies and procedures are compliant with the law, with current organisational needs and with our ethos; work with the CEO and Management team to ensure these are implemented effectively.
7. Manage staff recruitment processes, including advertising, managing applications, and ensure that references and DBS checks are obtained (administrative support will be available for this task)
8. Ensure all staff have current and legal employment contracts and job descriptions, and update these in line with changes in law or in conditions of service
9. In conjunction with the Administrator and relevant Line Manager, coordinate new employee/volunteer orientation and non-service-specific induction, including introductions, office practices, office equipment, health and safety etc.
10. In conjunction with the CEO and Management Team, maintain up-to-date and accessible HR records, including job descriptions, contracts, and other relevant and confidential personnel information, in line with GDPR. Maintain an accurate record of staff sickness and other absence, annual leave etc

C. Office and Facilities management

11. Manage Stay Safe East's Administrator
12. Work with the Administrator to ensure that all office equipment is maintained and safe and that purchases are value for money
13. Liaise with the Building Facilities Manager and the local authority as landlords to ensure an efficient and appropriate working environment
14. In conjunction with the Management Team and Administrator, ensure all staff are aware of emergency evacuation, Covid safe and other procedures, and of safe working at home

15. Work with the CEO and Management Team to carry out risk assessments in relation to premises, events, working in the office, at home or out of the office, including in relation to maintaining a Covid safe working environment
 16. In conjunction with the Administrator and other staff, support organisational events ensuring they are adequately resourced.
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D. Governance (the CEO and Chair are the leads on Governance)

18. Work with the CEO and Chair to ensure that records are kept of Board decisions and that reports, minutes and documents are circulated to the Board in a timely fashion
 19. Working with the CEO and Finance Manager, ensure that Stay Safe East submits Annual Returns and Reports to the Charity Commission in a timely fashion and in compliance with the law, and that the Charity Commission is notified of changes in Board membership or other circumstances
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E. Other duties

22. Keep accurate records of work done and provide regular updates to the CEO
23. Attend supervision and annual reviews
24. Attend monthly staff meetings and occasional away days
25. Undertake relevant training as agreed with the CEO
26. Perform other duties appropriate to the post as requested by the CEO, including greeting clients and other visitors
27. Be prepared to work occasional evenings and weekends as required

Person Specification: Operations Manager – Stay safe East

	Essential € / Desirable (D)
Experience	
1. Demonstrable experience of managing the operations of a charity, small business or department within a larger organisation	E
2. Experience of managing administrative or clerical staff	E
3. Experience of managing an office	E
4. Experience of managing contracts (e.g. leases, supplier contracts etc)	
5. Experience of overseeing HR & recruitment processes	E
6. Experience of doing risk assessments and of office health and safety	
7. Experience of ensuring compliance with GDPR	E
8. Experience of working with a Board of Trustees	D
9. Experience of working in a charity or similar organisation	D
Knowledge and skills	
10. Understanding of HR law, policies and procedures	E
11. Understanding of the requirements of the Charity Commission and Charity Law	E
12. Excellent organisational skills	E
13. Demonstrable ability to maintain clear records	E
14. A strong attention to detail and accuracy	E
15. Ability to work under own initiative, manage multiple priorities and deliver under pressure.	E

16. Knowledge and understanding of the access and workplace needs of disabled people (training can be given)	D
17. Ability to communicate effectively with the CEO, Stay Safe East team and Board members and external agencies, both in person and in writing	E
18. IT proficient including Microsoft Outlook, Word and Excel	E
Qualifications	
19. A relevant professional qualification in HR or administration	D
Other	D
20. Personal lived experience of disability	D
21. Willingness to attend evening and very occasional weekend meetings	E

ABOUT STAY SAFE EAST

WORKING FOR THE RIGHTS OF DISABLED SURVIVORS

For more details of our work, please see our website www.staysafe-east.org.uk

Stay Safe East is a leading agency working with Deaf and disabled survivors of hate crime, Domestic Abuse and other abuse. We are a Deaf and Disabled People's Organisation (DDPO) staffed and led by disabled people. We offer the only specialist Domestic Abuse service run by disabled women for disabled women (and a small number of men). We offer a specialist support service to victims of hate crime and cuckooing and employ the only specialist Disability Independent Victims Advocate in the UK, who supports victims of financial, institutional and other abuse. All our practice is inclusive and aimed at getting the best for our clients and promoting their human rights.

Our ethos

Our work is grounded in the social model of disability. We believe that disability is a social condition faced by people with impairments. Our role is to help remove those barriers or minimise their impact, whether for individual clients or in changing wider practice, policy and strategy.

We take a feminist and intersectional approach to all forms of abuse against disabled people, and in particular a gender-based approach to violence against disabled women and girls. We also recognise that disabled men and non-binary people may also be at risk. We recognise that supporting our clients means addressing the way their experiences and opportunities have been impacted by structural racism, misogyny, homophobia, transphobia and disablism.

We promote the human rights of disabled survivors of abuse.

We see disabled people as the experts on our lives; we champion the voices of disabled survivors.

We respect and aim to understand the cultures, lives and choices made by our clients. We are an LGBTQ positive organisation.

We prioritise the safety and well-being of Stay Safe East clients, their children and dependants.

We offer employment and volunteering opportunities to disabled people from all communities and take a positive approach to inclusion, training and developing the skills of staff and volunteers; we find innovative ways to enable our teams to work well and safely.

The Board

The Board has responsibility for strategic oversight of the organisation. Day to day responsibilities are delegated to the CEO, who manages the two service managers and the Finance and Operations Manager. There are currently six Board members, all of whom are disabled people, and come from a wide range of backgrounds. Two Board members are current or former users of our services. The Board meets 5 to 6 times per year; the Finance Manager will be expected to prepare accessible financial reports to the Board.

The Stay Safe East Team

Our hard-working team is passionate about getting the best for their clients and bringing about change.

We currently have 16 staff and one volunteer, all of whom are disabled people. We employ 15 women and one man. All our staff, volunteers and Board members are disabled people and are from a range of communities across East London and beyond. Amongst us we speak 11 languages. Stay Safe East is a LGBTQ+ positive employer. Flexibility, mutual support and learning from experience are part of our way of working. Most staff work less than 35 hours. Four of our staff also employ their own Personal Assistants. There is currently a Finance and Operations team, two service teams a policy team:

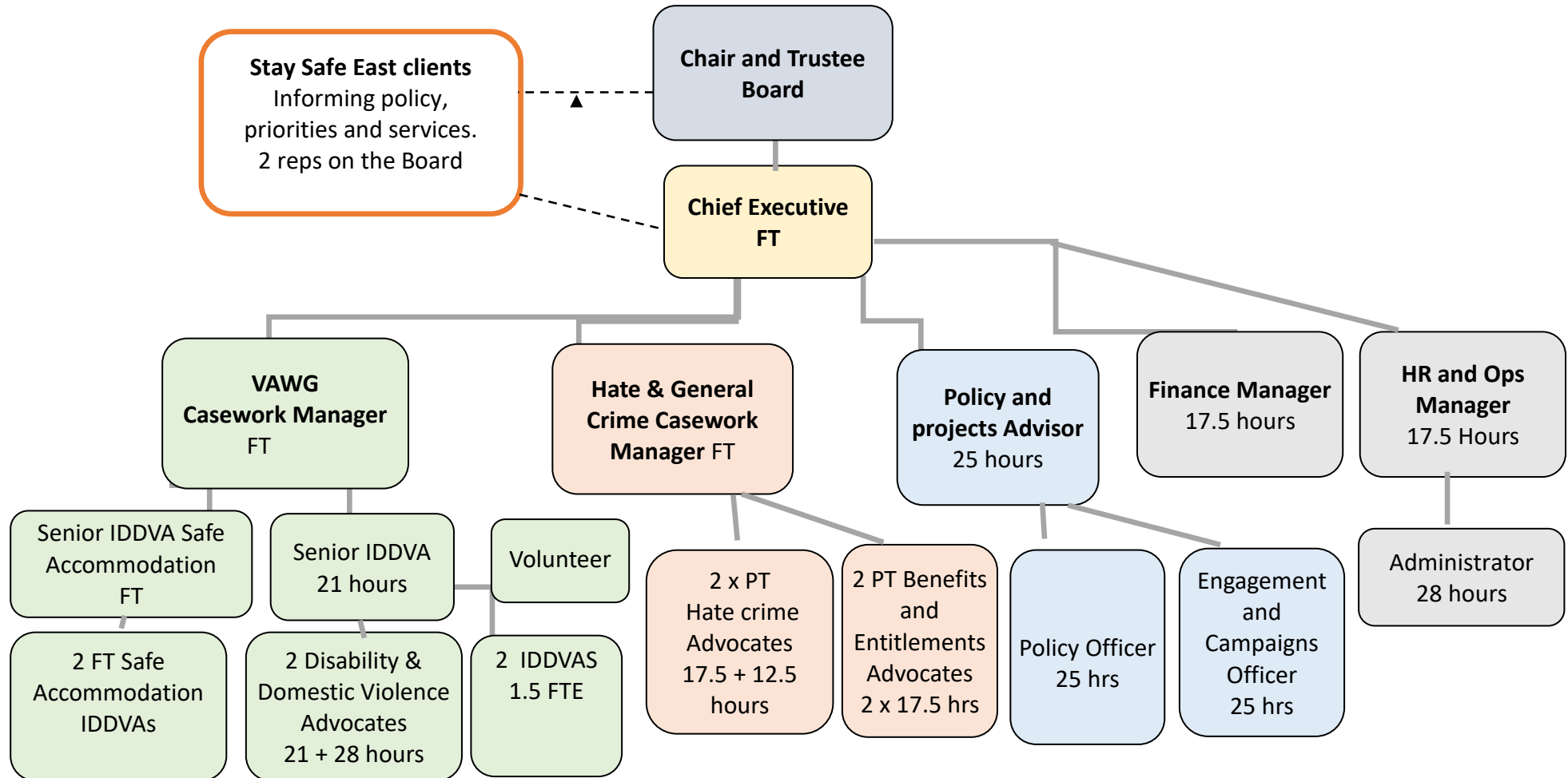
- The Finance and Operations Team consists of an HR and Operations Manager, the Finance Manager post and an Administrator. The team is managed by the CEO and has responsibility for ensuring the organisation runs efficiently.

- The Violence against Women and Girls (VAWG) team is currently a Manager, 6 Independent Disability and Domestic Violence Advocates (IDDVAs) and one volunteer; we will be recruiting four more staff to this team, including two Senior IDDVAs who will each take on managing two or three advocates.
- The Hate and General Crime Team, comprises of a Manager, two part-time Hate Crime Advocates (one of whom is also a secondee who trains other disabled people's organisations to do hate crime advocacy) and a two part-time Benefits Advocates.
- The Policy Team is managed the Policy and Projects Advisor; we are currently recruiting for a Policy Officer and a new post of Campaigns and Engagement Officer.

The team will be around 20 staff by early 2023.

Stay Safe East organisational structure by October 2022

(This is a pictorial representation of the staff structure outlined on the previous page)



OUR WORK

Policy and change work: abuse against disabled people

From the outset, the evidence from our casework has helped us influence policy and practice, first at a local level, then at a London and national level. In 2019, we launched the Disability and Domestic Abuse Project which focuses on policy and practice change and on building capacity of service providers and policy makers to tackle Domestic Abuse against disabled survivors. The work has an overarching intersectional approach and has now become a Violence against Women and Girls (VAWG) project. The funding from Three Guineas for this work is allowing Stay Safe East to develop our national policy work and increase our impact as a leading voice working for the rights of disabled women, men and non-binary people to live free from violence and abuse. We influence national policy and strategies. We have commented on the impact of lockdown on disabled survivors, put forward amendments to the Domestic Abuse Bill, which though unsuccessful have led to the Government setting up a review of abuse against disabled people by non-family carers. We have made a significant contribution to the Violence against Women and Girls strategy, as well as offering advice on accessible information for survivors and are currently working on amendments to the Victims Bill. The work is supported by an Advisory Group of disabled survivors and representatives from VAWG agencies. We are members of a London wide partnerships to produce a coordinated approach to hate crime.

Training, capacity building and research

As part of the London Deaf and Disabled People's Hate Crime partnership, our Hate Crime advocate is seconded two days a week to other Deaf and disabled people's organisations (DDPOs) to train them and help them develop their capacity to advocate for disabled victims of hate crime. We have over ten years experience of providing training on domestic abuse, sexual violence and on hate crime to a wide range of organisations from

DDPOs and the Violence against Women and Girls sector to the police and local authorities. We aim to develop our training capacity over the next few years, training a new generation of disabled people to deliver good practice to our partners.

We are gradually developing a consultancy and research role. We are currently engaged in two projects: we are the lead organisation mapping of specialist services for Deaf and disabled survivors (commissioned by the Domestic Abuse Commissioner); we are partners with the Universities of Leeds and Liverpool John Moores in a qualitative research project on the needs of disabled victims/survivors of rape and sexual violence.

Training and consultancy bring in unrestricted income which has allowed us to continue some of our hate crime work which is more difficult to get funding for.

Our clients

Our clients are the core of everything we do. They are from across London, and from all communities, faiths and backgrounds. They may self-define as disabled people, or due to a lifetime of abuse because they are disabled people, they may reject that identity when they first come into contact with Stay Safe East. 85% of our clients are disabled women. They may have a learning disability, mental health issues, physical or sensory impairments, be Deaf sign language users, identify as neuro-diverse or be living with a long-term health condition. They may come to us without a diagnosis and just have been told they are 'stupid' or 'odd'.

Most of our clients are not in paid work and live on a minimum income. Our clients may identify as male, female or non-binary; their heritage may be Black British, Black African, South Asian, East Asian, White British, Traveller or another identity; their faith may be the most important thing in their life, or they may have other beliefs that sustain them. They may or may not have had the space to realise their sexuality. We do our best to respect difference and work in the way the client needs.

Most people referred to Stay Safe East have experienced multiple forms of abuse – be it coercive control, emotional, sexual or physical abuse at the hands of family, partners, ‘trusted’ care workers, or racist, transphobic, disablist, homophobic or faith-based hate crime by neighbours or strangers, financial abuse, sexual exploitation, cuckooing or other targeting by criminals or others. The list may be long, but our clients do not remain victims for ever. They have sought help because they want to do more than survive; they want a life of their own free from abuse, to make their own decisions, take risks and enjoy safe relationships. We don’t promise our clients miracles, but we do offer to ‘hold’ them on this journey and to do everything we can to help them take back control.

In return, our clients have developed a community of ‘Stay Safe women’, forging friendships through our Women’s Group; two clients have joined our Board. Others refer disabled people to us as the place to get help if you are not safe.

Our clients may challenge us, and sometimes be frustrated because we can’t make everything happen. We may cry with them about the harshness of their lives. We may also share in the laughter when our clients learn to laugh again. We celebrate with them when they are rehoused in an accessible flat, or the court decides a mother’s children can live with her; we cheer when a client reports an incident to the police themselves, or simply tells a social worker that they need to stop using jargon because ‘I have a learning disability and I don’t understand what you are saying’.

Casework and casework advice

We have been successfully providing advocacy and support to disabled victims/survivors for the past 12 years. We currently have over 140 clients open to our services. The support we provide includes:

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- An accessible place of safety to report all forms of targeted harassment and violence, and to get support

- Long-term, holistic advocacy and support for disabled and Deaf victims
 - Help with getting action from the police, housing, the local authority and other agencies
 - Ongoing help with practical issues e.g. accessing benefits, housing, social care, health, etc. Signposting to other services such as counselling (or our own service which supports a few clients who cannot access other services)
 - Helping our clients to develop a positive self-regard and confidence as Deaf or disabled people
 - Safe women's spaces, and peer support through our women's group.
 - We are aiming to develop a support group for disabled LGBT survivors
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The Stay Safe East casework model

Stay Safe has developed a casework model that aims to meet the needs of our clients.

- We offer an accessible service, with voice, SMS and e-mail contact, Easy Read and large print information, accessible premises and facilities. We offer home visits to all but a few of our clients (i.e. where there is a safety issues for staff) and will pay for transport for someone to come to the office. (We have adapted this approach during Covid). We arrange BSL and spoken community language interpreters. The team has an awareness of Deaf culture. We respond to clients' individual needs and ways of thinking and understanding, and work at their pace and as much as possible on their terms.
- We work in partnership with our clients and help them make their own decisions. We help clients understand their rights to be free from abuse and to live independently in the community of their choice.
- We work holistically, offering emotional support, regular contact, advocacy and other support as required. We might

for example help a client get a care package or mental health support, apply for rehousing, and rather than referring people to another service, we help with benefit applications, or get Dial-a-Ride membership, or will ring utility companies on their behalf, or attend appointments with clients.

- We promote the client's right to independent living and the resources to live independently in the community of their choice.
- We work to ensure that other agencies understand the emotional, practical and cultural needs of our Deaf and disabled clients. We focus on addressing barriers for our clients, rather than on impairment, and on rights rather than on 'vulnerability'. We fight for our clients' access and communication needs to be met, and for their human rights to be respected.
- We recognise that our clients may have suffered abuse directly linked to their impairment or other aspects of their identity, and may have a very negative experience of impairment and disability. Many of our clients have had a lifetime of institutional abuse, hate crime and domestic abuse. We try to promote Disability Pride and self-respect through advocacy and peer support.
- Stay Safe East support may involve intensive one-to-one work with new clients until they feel able to do things for themselves, or only need more 'light touch' support. We have found that at first many of our clients need us to 'hold' them emotionally and sometimes practically until they are strong enough to do this with less support.
- We gather evidence for hate crime and harassment cases, for example where there are other victims of the same perpetrators – disabled people and others in the community are more likely to speak to us as an independent grassroots organisation than to the police or their landlord.
- We work in partnership with the Police, local authorities, housing landlords, Social Services and other agencies, but

are not afraid to act as 'critical friends' and to push for action where none is forthcoming. We have learnt to be persistent and persuasive.

- As active citizens who are also disabled people, our staff, volunteers and Board can be positive role models for our clients.

Stay Safe East. January 2023
