



Job Description and Person Specification

Title: Director

Hours: Full time 35 hours pw (flexible)

Salary: £50-55kpa plus pension (TBC by Board of Trustees)

(NJC equivalent PO9/48 at £51,958)

Reporting to: Board of Trustees

Location: Main office in Islington with home-based remote working and in-person client and partnership work in the following areas; North London (Islington), East London (Tower Hamlets & Newham) with a view to expansion into West London (Hounslow, Brent & Ealing) or South London (Merton & Croydon).

Background: Maa Shanti supports single Asian mothers who are fleeing domestic violence. Our vision is “empowering single Asian mums” and our mission is to support single Asian mums towards independence through; building confidence, enhancing wellbeing, up-skilling, peer support, creating opportunities and pathways to employment. We provide advocacy, emotional support, signposting and activities that reduce isolation, promote peer support and enable women to access opportunities for themselves and their children. We run a programme of workshops and events, which improve access to relevant support, focus on mental well-being and increase participation in the local community, including weekly activities and drop-in sessions, arts and crafts, yoga, group trips and mother and child activities during school holidays. We were founded in Islington as a grassroots organisation in 2004 and have built up a solid reputation within the South Asian Community.

Job Description

Job Purpose:

Responsible for fundraising, service development, contract management, finance, campaigning, strategy, HR, marketing, social media, training, consultancy and partnership working.

To lead and direct Maa Shanti's growth and development through;

- Supporting staff, volunteers and clients whilst ensuring that services are accessible, collaborative and high quality.
- Ensuring the voices of our clients are heard by shaping the narrative and contributing to policy at Borough and pan-London level.
- Ensuring effective monitoring, evaluation and reporting to accurately reflect our clients' experiences, outcomes and journeys.
- Maintaining high standards on delivery in all areas including services, finance, HR, partnerships, policy, marketing, innovation, communications and governance.
- Ensuring strong, sound financial management including segregation of duty, budgeting and monitoring.
- To ensure successful fundraising via a diverse and varied strategy.
- Strategic and operational management of the charity's goals and objectives as in agreement with the Board of Trustees.

Responsibility for: 5 staff members, 30 volunteers and over 300 clients, with more than 80 partners in Islington alone and specialist consultants as agreed with the Board of Trustees.

Key Responsibilities and Activities:

People

- To provide leadership on support, guidance and training to all staff, volunteers and trustees through agreed work plans and objectives.
- To ensure that all staff work in a safe and supportive environment, free from discrimination, with access to appropriate provisions such as clinical supervision.
- To be responsible for all recruitment, selection and HR matters for the organisation and to promote a culture of supportiveness and inclusivity.
- To have oversight of all confidential/sensitive information held for all staff, service users, volunteers and interns and to ensure it is physically secure within the office systems and password protected electronically.
- To lead on all areas of safeguarding and child protection.

Voice

- Represent Maa Shanti with credibility and effectiveness externally to develop the charity's profile.

- To identify and develop partnership opportunities with other BAMER, VAWG and voluntary sector organisation to effectively address the needs of our clients and raise their concerns and experiences to wider audiences.
- To attend and contribute to VAWG and BAMER borough and pan-London panels to voice the needs of our beneficiaries.
- To identify and develop membership opportunities.

Quality

- To write and submit reports to funders and partners ensuring compliance with their financial and project requirements.
- To lead on the development of monitoring and evaluation systems to ensure they are effective and guide future work.
- To lead on service development on all projects and to ensure the highest standards are met.
- To ensure services remain innovative and effective and that a collaborative, and where possible, co-productive approach is used.

Delivery

- To effectively manage, supervise and have oversight of all projects and activities to ensure full implementation and funder requirements.
- To revise and update all policy and procedure documents regularly and draft new policies as the need arises with support from the Board of Trustees.
- To lead, develop, plan, facilitate, deliver and monitor a range of service user projects, programmes, workshops, activities, training and events in line with agreed timescales and within set budgets, ensuring these are delivered in a high quality and cost-effective way.
- To coordinate with the lease holder of the main office in Islington and other organisations hosting Maa Shanti events, on health, safety and welfare of staff and services users.
- To manage the security and legality of Maa Shanti financial, IT systems and website.
- To lead on all training and consultancy work for the organisation including designing, delivering and evaluating high quality training packages.

Fundraising

- To lead on and develop the organisational fundraising strategy to ensure that new and existing projects are delivered to meet the changing and growing needs of our community.
- To ensure that income streams are diverse and targeted towards meeting the needs of our clients.
- To effectively manage and increase fundraising activities for Maa Shanti through networking, building partnerships and seeking suitable funders.
- To write and submit well-researched fundraising applications and proposals to suitable trusts and foundations.
- To update and maintain the organisational fundraising database.
- To be responsible for the development of Friends of Maa Shanti.

Finance

- To plan, manage and have oversight of Maa Shanti's finances through effective systems on annual budgets for income and expenditure, audits, forecast budgets, oversight and monitoring of the budget in line with the organisational strategy.
- To set an agreed budget each year, in collaboration with the accountant, that is realistic and aimed at ensuring that all funding awarded is spent in accordance with funder agreements.
- To be responsible for the annual audit and timely submissions to Companies House and the Charity Commission with regards to submitting year-end accounts and any changes to the organisation.
- To oversee the bookkeeping process and ensure that all expenditure is coded and accounted for.
- To maintain responsibility for all income and expenditure including, but not limited to, payroll, rent, subscriptions, submitting invoices and earned income.
- To be responsible for online and telephone banking via the organisation's business account and to update details of all authorised signatories.

Strategy

- To lead on the implementation of Maa Shanti's vision, strategic aims and objectives through operational outputs to achieve the best outcomes for single Asian mums and their children.
- To work closely with the board of trustees on all areas of governance including reporting, defining trustees' roles, recruiting, inducting & training new trustees, undertaking skills audits, arranging Board meetings, away days and Charity Commission guidance.

General

- **Open to Women Only** (exemption under the Equality Act 2010 Schedule 9, Part1). Section 7(2) e of the 1975 Sex Discrimination Act and Section 5(2) d of the 1976 Race Relations Act applies).
- To carry out other duties as and when necessary
- Ensure compliance with Maa Shanti's health and safety, safeguarding, data protection, confidentiality, equal opportunities and all other policies.
- To work within the ethos of Maa Shanti values of openness, empowerment, respect and equality.
- Occasional evening and weekend work may be needed to fulfil on tasks/job role.

Please note: If there are difficulties meeting these conditions owing to a disability or family circumstances, the Board of Trustees will discuss these with you, in order to consider reasonable adjustments to the working conditions

Personal Specification:

Qualifications

Essential:

Bachelor's degree in a relevant field of study or equivalent experience/education

Desirable: Other relevant professional qualification combined with significant work experience in management, finance and administration management, health or social care.

Work Experience (Essential)

- 1) Five years' experience of working in a senior management role, within a VAWG, BAMER and/or women's rights organisation (including service provision) within the charity sector.
- 2) Proven success in managing projects, delivering results and meeting targets.
- 3) Proven experience in networking with a wide range of individuals, partners and donors.
- 4) Experience of personally securing income from a range of sources and an understanding of the practices and principles of charitable fundraising.
- 5) Demonstrable experience and success in budgeting and sound financial management.
- 6) Proven experience in building a wide range of partnerships across the sector, including funders.
- 7) Proven experience of managing, supervising, recruiting and providing guidance to staff and volunteers.
- 8) Experience of designing and delivering training and workshops.
- 9) Experience of working with or on a Board of Trustees.

Work based skills and knowledge (Essential):

- 1) Ability to provide leadership and strategic guidance to direct the work of an organisation effectively.
- 2) Highly effective communication and interpersonal skills with an ability to work within a multi-cultural work environment.
- 3) Flexible approach to managing competing work demands and a changing workload.
- 4) Ability to remain focused on meeting targets and deadlines in a busy work environment.
- 5) Excellent stakeholder management skills, and ability to ask for support and delegate tasks as appropriate to manage workload.
- 6) Highly effective organisational skills and attention to detail using effective methods and systems.
- 7) Ability to work on own initiative, under pressure and to tight deadlines.
- 8) Proven experience of establishing and maintaining efficient systems, structures and processes such as financial, administrative, monitoring and evaluation.
- 9) A proven commitment to equality and anti-discriminatory practices in working relationships.

- 10) An understanding of charitable campaigning.
- 11) Demonstrable skills in influencing, negotiation and networking.
- 12) Ability to speak confidently and authoritatively in public.
- 13) A well organised, clear thinker able to communicate effectively to all audiences.
- 14) A consultative, open and flexible leadership style.
- 15) IT literacy

Desirable:

1. Fluency to speak a South Asian language in a work environment (i.e. Bengali, Urdu, Hindi, Punjabi, Gujarati)
2. Experience of building and maintaining a media and online profile of an organisation.
3. An understanding of mental health, health and wellbeing, confidence building and empowerment
4. Experience as a trainer/consultant
5. MSc in relevant field of study