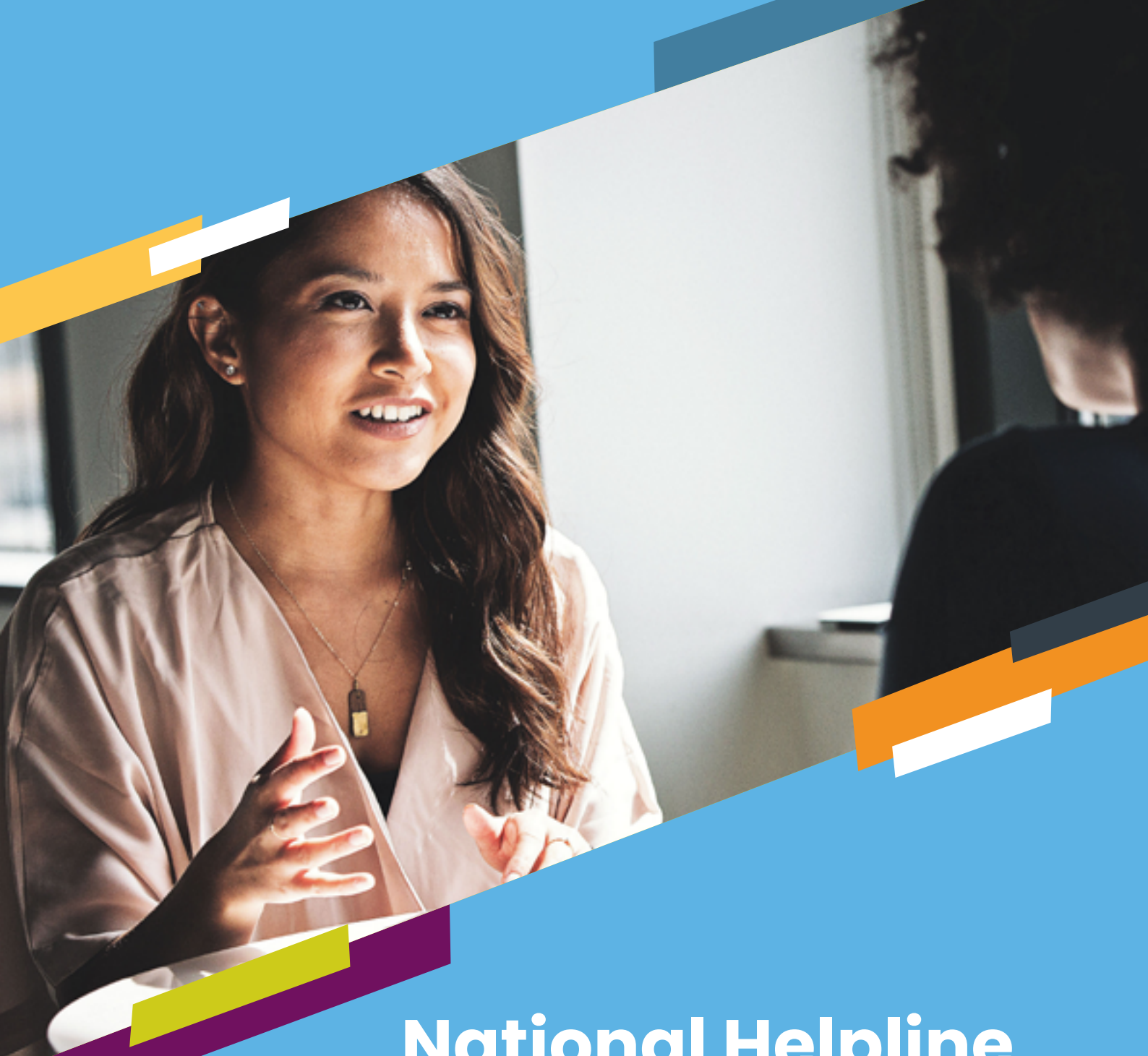




**KARMA NIRVANA**

Supporting victims of honour-based abuse  
and forced marriage



# National Helpline Service Delivery Manager

Recruitment Pack

## JOB DESCRIPTION

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**Job Title** National Helpline Service Delivery Manager

**Location** Flexible working, including KN office and hybrid working

**Responsible to** Exec Director

**Salary scale** £30,000 – £33,000 (subject to experience)

**Contract** Full-time

### Main purpose of the Post

As the leader of helpline operations, you will oversee daily activities to ensure we deliver an efficient and high quality service. You'll manage recruitment and staffing to build a capable team and implement effective training programs to maintain service standards and compliance with policies and regulations. Your leadership will drive a high-performing team dedicated to exceptional helpline support.

### Core Responsibilities

#### *Service Delivery and Operations*

- **Manage Day-to-Day Operations:** Oversee the daily running of the helpline to ensure effective and high-quality service delivery.
- **Monitor Service Demand:** Track and analyse call volumes, case types, and user feedback to assess service needs and trends.
- **Safeguarding:** Act as the Designated Safeguarding Lead, ensuring all safeguarding policies and procedures are rigorously applied and adhered to.
- **Share Insights:** Provide regular reports and insights on service performance and emerging trends to the leadership team.
- **Deputise for Senior Call Handlers:** Provide support and cover for senior call handlers as necessary.

#### *Recruitment and Staffing*

- **Lead on Recruitment:** Oversee the recruitment process for frontline staff, including writing job descriptions, managing job postings, conducting interviews, and handling onboarding.
- **Ensure Adequate Staffing:** Continuously assess staffing levels and adjust as needed to meet service demands and maintain operational efficiency.

#### *Quality Management*

- **Implement Quality Standards:** Develop and implement policies and procedures that ensure high standards of service delivery.
- **Conduct Helpline Audits:** Perform regular quality audits and dip sampling of calls and interactions to ensure compliance with service standards.

- **Feedback and Improvement:** Collect and analyse feedback from service users and staff to drive continuous improvement in service delivery. This will include the handling of any complaints.
- **Promote Excellence:** Identify opportunities to put the helpline service forward for awards and recognition to highlight the quality and impact of the helpline.

### *Training and Development*

- **Develop Training Programs:** Update, develop, refresh and implement training initiatives for new staff and ongoing development for existing staff, ensuring they are equipped to deliver services effectively.
- **Identify Training Needs:** Evaluate and address staff skill gaps and development needs, providing timely and relevant training and development solutions.

### *Human Resources Management*

- **Staff Management:** Oversee the performance and development of frontline staff, ensuring adherence to organisational policies and processes.
- **Supervision and Reviews:** Ensure all staff receive regular supervision and conduct performance reviews and probationary assessments.
- **HR Matters:** Manage HR-related issues such as annual leave, sick leave, and staff wellbeing, addressing capability issues as needed.
- **External Supervision:** Organise and coordinate external/clinical supervision for the helpline team to support professional development.

### *Technological Enhancements*

- **Manage Systems:** Ensure the helpline's technology, including helpline data recording and telephone systems, are fully operational and meets the service needs.
- **Support Online Transition:** Lead the transition to an online webchat platform, enhancing service accessibility and user engagement.

### *Operations and Funding*

- **Assist with Funding:** Support the senior leadership team in securing funding and commissioning for the helpline, including preparing proposals and applications.
- **Reporting:** Support with helpline reports to funders and key stakeholders.

### *Marketing and Communications*

- **Assist with Funding:** Support the senior leadership team in securing funding and commissioning for the helpline, including preparing proposals and applications.
- **Promote Helpline Services:** Work with the Communications Lead to develop and implement strategies to promote the helpline and increase public awareness.
- **Internal Communication:** Ensure effective communication within the team and with senior leadership regarding service updates and helpline demand and needs.
- **Publications:** Support in development of all publications related to the helpline service and provision, for example, Annual Helpline Report.

## **PERSON SPECIFICATION**

### **Knowledge & Experience**

#### ***Essential***

- Previous Experience of working in the Violence Against Women and Girls (VAWG) and/or Domestic Abuse (DA) sector
- Professional experience of working with victims and/or survivor impacted by domestic abuse
- Experience of working within safeguarding guidelines and an environment bound by confidentiality.
- Proven experience in a managerial role within a support services organisation.
- Familiarity with quality assurance processes, service development, and data analysis.
- Experience of risk assessment, safety planning and developing support plans for victims and survivors of HBA and DA.

#### ***Desirable***

- Good understanding of the complexities of honour based abuse and the needs of survivors.
- A good understanding of the intersectional inequalities and barriers faced by victims and survivors of HBA and DA from black and minoritised communities.
- Develop project reports based on data findings and service evaluations.
- Ability to build and maintain positive relationships with internal and external stakeholders.
- Experience of delivering clear training ensuring learners improve learning and confidence.

### **Qualifications and Skills**

#### ***Essential***

- Excellent leadership, communication, and interpersonal skills.
- Computer literate and sufficient knowledge of Microsoft based applications including Teams.
- Ability to prioritise workload, set targets for self and managed teams and using their own initiative.
- Excellent writing skills and can write clear policies and procedures.
- Problem solving and creative thinker.

#### ***Desirable***

- Bachelor's or Master's degree in social work, psychology, counselling, or a related field.
- Ability to speak a second language preference where helpline need is.

## **Personal Attributes**

- Empathetic: Able to connect with staff and service users with understanding and sensitivity.
- Organised: Detail-oriented with strong organisational and multitasking abilities.
- Proactive: Able to anticipate needs and address issues before they escalate.
- Committed: Dedicated to upholding the values and mission of Karma Nirvana.
- Resilience: Working under pressure and driven to make a difference.

**Karma Nirvana is an equal opportunity employer and welcomes applications from all qualified individuals.**

## **Application Closing Date:**

## **First Stage Online Interview:**

## **Second Stage In-Person Interview:**

If you would like an informal conversation about the role, please get in touch with [jobs@karmanirvana.org.uk](mailto:jobs@karmanirvana.org.uk) to arrange a call.

## Karma Nirvana Employment Benefits

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Karma Nirvana offer a variety of benefits as part of their employment. We recognise the value that everyone brings to the organisation to achieve our vision and are dedicated to developing and rewarding our staff.

### **Annual Leave**

Annual leave allowance is 28 days per annum plus public holidays.

### **Pension Scheme**

Karma Nirvana operates a qualifying pension scheme with NEST which includes a 3% Employer contribution.

### **Employee Assistance Scheme**

All Karma Nirvana staff has access to confidential support and advice service via an employee assistance scheme available 24 hours a day, providing support on various work and personal issues.

### **External Supervision**

All helpline staff are provided with regular independent and external supervision that is centred on principles of being trauma-informed.

### **Supervision and support**

Karma Nirvana has a commitment to providing regular supervision and support to staff with annual appraisals forming a key part of staff development. We have a training and development policy in place and encourage staff to take an active role in their career development plan.

### **Training and Development opportunities**

Karma Nirvana provide a range of training and development opportunities to all staff. We ensure that staff also have the opportunities to bond as a team during our team building away days.



