

The STAR Centre is a company limited by guarantee, registered with OSCR and registered as a charity number SC010678.



### **The STAR Centre Service Manager Vacancy.**

<b>TITLE:</b>	<b>Service Manager</b>
<b>HOURS:</b>	<b>28 Hours</b>
<b>SALARY:</b>	<b>£40,000 pro rata to £32,000</b>
<b>PENSION ENTITLEMENT:</b>	<b>Employer contribution of 6%</b>
<b>ANNUAL LEAVE ENTITLEMENT:</b>	<b>8 weeks inclusive of public &amp; bank holidays</b>
<b>RESPONSIBLE TO:</b>	<b>Chairperson of Board of Trustees</b>

**The STAR Centre Service Manager post is based in Kilmarnock and covers East, North and South Ayrshire.**

This post is initially funded by the Delivering Equally Safe and the National Advocacy Budget until March 2026 with continued funding being sought beyond then.

The STAR Centre is seeking a Service Manager to lead and develop our team of nine people, who provide survivors of sexual violence with support and advocacy, as well as providing prevention support to young people helping and supporting them to challenge inappropriate attitudes.

The successful candidate will have an understanding and appreciation of the feminist analysis of violence against women and girls. Along with a proven track record of working at senior management level.

This is an excellent opportunity for a highly motivated individual to lead our dedicated and highly skilled team. We are looking for someone who has the passion, skills, and vision to help the organisation grow and plan for the future.

If you are committed to challenging inequality and working to eradicate violence against women and girls within a women-led, feminist organisation then we would welcome your application.

You can also request an application pack by downloading it from our website or by e-mailing [admin@starcentreyrshire.org](mailto:admin@starcentreyrshire.org)

Please complete the application form, self-declaration form and our equalities monitoring form and return by 12 noon on 20<sup>th</sup> June 2025.

**The successful applicant will be subject to an enhanced disclosure check.**

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### **Background Information**

The STAR Centre (Ayrshire's Rape Crisis Centre) was established over 30 years ago and works across Ayrshire, with premises based in Kilmarnock. We support survivors of sexual violence and work in conjunction with local partners to improve responses to sexual violence.

The STAR Centre is part of the Rape Crisis network in Scotland, which is made up of seventeen local member centres offering support to survivors of sexual violence and working in partnership with local agencies to develop approaches to tackling sexual violence.

The STAR Centre adheres to the Rape Crisis National Service Standards and alongside sister organisations within the Scottish Rape Crisis Network.

The STAR Centre's vision is of **A society where everybody is free to live without the threat of sexual violence.**

Our mission is to be the centre of excellence in Ayrshire providing first class sexual violence and prevention education whilst supporting **anybody** who has experienced **any** type of sexual violence at **any** time.

**We do this in a way that is consistent with our core values:**

- Compassionate
- Inclusive
- Ethical
- Survivor Focused
- Feminist

The STAR Centre offers free, confidential, and trauma-informed support and information to anyone over the age of 13 years who has experienced sexual violence or knows someone who has. We will support anyone of any sex, race, ethnicity, sexual orientation, disability, gender identity, religious and cultural background.

We offer support via face-to-face meetings; telephone support; email support and video calls to our service users. Our dedicated services include:

**Support:** this service is for anyone over 25 years who has experienced any form of sexual violence at any time in their life. Support is also available for friends and family members.

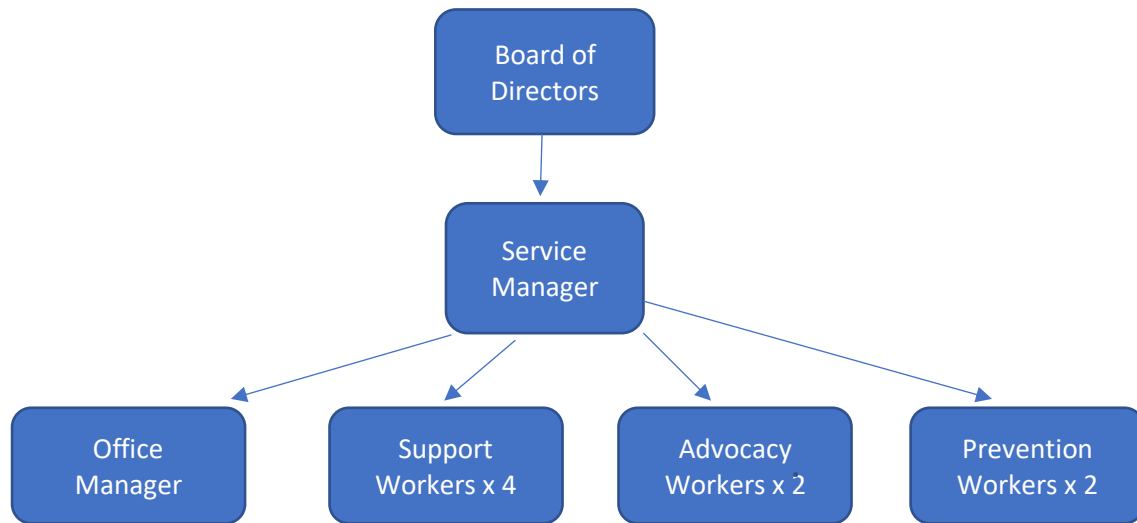
**Support for Young People:** a service for young people aged 13 to 25 years, who have experienced any form of sexual violence.

**Advocacy:** a specialised service for anyone who has reported or is considering reporting an experience of sexual violence that happened recently or in the past.

**Prevention:** our prevention workers deliver sexual violence prevention workshops to young people aged between 12 and 25 years, in schools and youth groups.

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Our service structure is as follows:



**Please note only women need apply under Schedule 9, Part 1 of the Equality Act 2010 and Part 1. Section 7(2) e of the Sex Discrimination Act 1975**

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**Purpose of Job:**

To provide leadership, strategic direction and high-quality management across the STAR Centre. To build capacity and resources for the STAR services, including having day to day responsibility for the organisational management of the STAR Centre.

To develop and maintain good working relationships and influence with stakeholders, the media and the local community, raising the profile of the organisation and increasing awareness and understanding of sexual violence.

**We aim to provide an outstanding level of specialist service provision to support the needs of women, men, children and young people who have experienced, or are presently experiencing or have previously experienced sexual violence.**

**Support to Board/Strategic Role**

- Ensure systems and structures are in place for the Board of Trustees to fulfil its statutory responsibilities and exercise effective control of the Charity's affairs. Ensuring compliance with best practice, legislation and policy guidance in the running of the Star Centre.
- Work with the chair to ensure that the Board of Trustees continues to evolve and has the appropriate mix of skills and experience to oversee the performance of the Charity's operation and to deliver its strategic objectives.
- Work with the Board of Trustees in relation to the development of the Charity's strategic vision, mission, values and be responsible for leading the implementation of it.
- Attend Board Meetings and provide written evidence to the Board on a regular and timely manner, ensuring they have the information they require for the good governance of the organisation.
- Identify strategic risks, issues and opportunities and take responsibility for initiating and leading associated changes, including working with the Board to maintain a risk strategy for the Charity.
- Work with the Office Manager to ensure there is appropriate financial reporting to the Board and make recommendations in respect of financial management.
- Respond to media requests on behalf of the Board.
- Ensure that the STAR Centre is able to meet the Rape Crisis National Service Standards.

**Service Delivery**

- Ensure the delivery of high-quality and survivor informed services through effective leadership, supervision and support, workload, and performance management of team members (including the management of waiting lists).
- Actively develop, review, and monitor the service in line with Rape Crisis Scotland National Service Standards.
- Ensure quality assurance processes are in place to continuously improve standards of service delivery
- Have oversight of safeguarding issues within the service
- Respond to, and resolve appropriately, public or service user complaints.

**Business/HR Management**

- Review and implement all The STAR Centre policies and procedures in line with legislation and

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service requirements.

- Work with the Office Manager to undertake recruitment and provide training and induction on the standards required for an excellent service
- Deliver supervision and other line management support to the members of the team and complete performance appraisal, ensuring that all staff have clear objectives that help the centre deliver its strategic plan.
- Facilitate continued professional development of **all** staff.
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### Financial Management

- Sustain the financial viability of the organisation through working with the Office Manager on budget preparation, management, and monitoring.
- Develop, implement, and manage fundraising to ensure appropriate funding is available.
- Ensure all funding returns are submitted as required.

### Multi Agency Working

- Further build and maintain good working relationships with funding and monitoring bodies and appropriate statutory and voluntary bodies. Provide reports as required on all relevant activities.
- Represent The STAR Centre on national and local working groups in line with The STAR Centre's objectives.
- Work in partnership with local agencies and professionals and the wider Rape Crisis Scotland network contributing to local and national campaigns that further our shared aims.

### Other

- Carry out additional duties as and when required that may be determined by The STAR Centre Board of Trustees.

### Person specification - STAR Centre Manager

CRITERIA		ESSENTIAL		DESIRABLE
Knowledge	E1	Clearly articulates an understanding and commitment to a feminist analysis of gender-based violence.	D1	Excellent knowledge of the national and local strategies on violence against women
	E2	Understanding and knowledge of Child & Adult Protection Legislation	D2	Understanding of the issues of sexual violence and its impact on the lives of women and girls
	E3	Thorough knowledge of good practice in governance and organisational development.	D3	Previous experience of working closely with a Governing Board to deliver on a strategic plan and overseeing the management of a Violence Against Women Organisation.
Qualifications			D4	Relevant Management qualification. SVQ level 4 Care and Management or a qualification in Social Care, Community Education, Youth Work, or similar discipline
Skills and Abilities	E4	Excellent communication skills both written and oral		

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	E5	Must be able to organise and prioritise workload.		
	E6	Ability to work effectively with a wide range of partners and agencies.		
	E7	Excellent IT skills including Word and Excel.		
Experience	E8	Minimum 2 years experience of managing, staff including supervision and appraisals.	D5	Experience of working in the voluntary sector and community or social enterprise
	E9	Experience of financial management including managing budgets and overseeing budgetary expenditure.	D6	Experience of successfully writing funding applications
	E10	Experience of developing and implementing strategic plans and funding strategies.	D7	Experience in delivering talks and training
	E11	Experience of working in partnership with personnel at all levels in a range of statutory and voluntary organisations	D8	Experience of being able to build and maintain excellent team working
Other	E12	An interest in social justice and a genuine desire to support those affected by rape, sexual abuse and/or exploitation.	D9	Full Drivers licence and access to a car.
	E13	Commitment to anti-discriminatory practice and inclusive services.		
	E14	All candidates must have the right to work in the UK		
	E15	Must be able to work flexibly (including evenings and weekends) to meet the needs of the Star centre		