

RASASH Application Pack

How to Apply

Thank you for your interest in the post of Engagement Services Manager (28 hours). You will find information about the role, RASASH, our values, and how to apply in this pack.

Applications should be submitted using our online form: <https://form.jotform.com/232812973147359>. The online application requires you to upload your CV and a supporting statement, demonstrating how you meet the requirements outlined in the job description and person specification.

We value a wide range of experience and will consider applicants with experience in paid/unpaid work, volunteering, and life experience or community involvement. We also welcome applications from women who meet the essential criteria but do not have formal qualifications or meet all the desirable requirements.

Deadline to apply: Midnight Sunday 6th July 2025

Provisional interview dates: Tuesday 22nd July 2025

RASASH is committed to developing a workforce that is dynamic and inclusive, where women of all backgrounds have an opportunity to contribute to the work we do. We welcome applications from women of all backgrounds and identities, in particular women of colour and those under-represented in the workforce. It is our aim that everyone working with us feels welcome, valued, and respected. We value diversity and celebrate the different perspectives and contributions this brings to our centre.

To support RASASH in our commitment to diversity and equality, we encourage applicants to complete our online Equal Opportunities form: <https://forms.office.com/e/9HbZSWQiqz>. Filling out the form is voluntary and any information you provide is confidential.

Please note only women need apply under Schedule 9, Part 1 of the Equality Act 2010. RASASH also welcomes applications from LGBTQ+ women. A PVG Disclosure check will be required prior to commencing employment.

We are keen to ensure an accessible recruitment process; if you have any issues accessing this pack or require these materials in a different format, please contact recruitment@rasash.org.uk.

Our recruitment process is carried out in accordance with the Data Protection Act 2018. For full details on how your information will be used, please see our Privacy Notice.

About RASASH

Rape and Sexual Abuse Service Highland (RASASH) is a charitable organisation, a SCIO set up in 2014, based in Inverness and a member of the Rape Crisis Scotland network.

RASASH provides support, information, and advocacy for anyone aged 13+ or over, living in the Highlands and affected by sexual violence. We also develop and deliver training and workshops to schools, youth groups, and professionals on a range of topics related to sexual violence and gender equality. This, alongside our youth-led campaigning, is part of our work aiming to change societal attitudes which contribute to sexual violence and the shaming of survivors.

RASASH is an intersectional-feminist organisation. This means that we recognise the compounding inequalities and discrimination that survivors, staff, and volunteers may experience, and seek to reflect this in our service provision and broader work. We are also survivor-led, which means that our operations are informed by survivors, and we are accountable first and foremost to them.

We are also committed to providing a supportive and empowering environment for our staff, creating an environment where we can inspire each other and allow each other to thrive, and working together collaboratively to achieve our collective goals. We are committed to providing robust specialist training for each role as new members join the team. We also believe in continuous learning and reflection, welcoming feedback on how we can improve.

RASASH was set up to:

- Provide accessible, appropriate, and high quality emotional and practical support, information and advocacy for survivors, their non-abusing partners, family, and friends.
- Work towards the prevention and elimination of sexual violence, supporting societal change by raising awareness, challenging myths, and campaigning.
- Work with others to improve the way society, organisations and agencies respond to survivors of sexual violence.

Our core values underpin everything that we do. We believe that:

- Anyone affected by sexual violence, irrespective of their gender, should have access to free, confidential, non-judgemental, and specialist support;
- Survivors are experts in their own experience and our role is to support them to exercise control and direction of their own lives;
- Sexual violence is preventable. Everyone has a role to play in creating a society that stands in solidarity with survivors and stands against sexual violence.

RASASH is governed by a Board of five active and committed Trustees. The team consists of 25 staff. We are committed to a diverse and inclusive workplace.

The Role

Job title:	Engagement Services Manager	Reports to:	CEO
Hours:	28 hours Tues – Fri (subject to trial period)	Length of appointment:	Permanent (subject to funding)
Salary:	£33,822 (£42,278 FTE)	Pension Contribution:	6%
Location:	Hybrid with some travel across Highland	Holiday entitlement:	28 days including public holidays (35 Days FTE)

Purpose of the post

The overall aim of this post, as part of the RASASH Senior Management team, is to increase the external reach of the organisation, ensuring effective management, leadership, and a sustainable strategy. The Engagement Services Manager will oversee all of RASASH's engagement programmes including the national prevention programme, youth-led campaigns, awareness raising and training, access and inclusion, communications and fundraising ensuring they are delivered to the highest standards of quality through a community-led and strengths-based approach.

- The Manager will play a strategic role in linking the different strands of RASASH's community engagement, ensuring a coherent approach and maximising impact. The overall aim is to ensure promotion of greater awareness of RASASH, ensure accessible and inclusive services, develop and deliver training to a range of stakeholders, including public and private sector professionals and work towards the prevention and elimination of sexual violence in Highland. The post-holder is responsible for the following resources:
- Effective management of the engagement services delivery team consisting of Fundraising & Comms Worker, Training Officer and 2 Prevention Workers,

- Implementing programming in line with RASASH's strategy and a budget of circa £200,000;
- Fundraising
- Budget management of said services
- RASASH's Communication strategy and processes;
- Supporting statutory and regulatory compliance of the organisation.
- Growing RASASH Training services

Summary of main responsibilities

STRATEGIC

- As part of the Senior Management Team contribute to the development of RASASH's business plan and strategic vision for the organisation alongside the CEO and Board of Trustees.
- Oversee delivery of RASASH's community engagement activities in line with the business plan, ensuring a coherent approach and seizing opportunities to further the impact and reach of this work.
- Support the CEO on RASASH's strategic engagement within the Rape Crisis Scotland network, contributing to the development and implementation of the national prevention programme.
- Ensure RASASH has the opportunity to be represented at all relevant levels of public and third sector partnerships.

GOVERNANCE

- Prepare and present (as required) Board papers and reports to enable the Board to effectively govern the organisation.
- Report and contribute to the Board, Management Team, and strategic sub-groups as appropriate.

PROGRAMME DELIVERY & DEVELOPMENT

- Responsible for overseeing the implementation of RASASH's community engagement activities, coordinating effective delivery of the national prevention programme, youth-led campaigning, training and awareness raising, the access and inclusion project, communications and fundraising.
- Oversee and develop effective monitoring and evaluation of all engagement projects to measure the organisation's impact, undertake quality assurance, seek service-user feedback, and identify any gaps or areas for improvement.
- Effectively support the day-to-day functioning of the service-delivery by managing the relevant IT systems, data collection tools, resources, ensuring the engagement services team have the tools necessary to effectively deliver their duties.
- Actively engage in collaboration and cross-team working with Frontline Services Manager to ensure delivery of cohesive services and efficient use of resources.

TEAM LEADERSHIP & DEVELOPMENT

- Foster a positive, diverse, and inclusive work environment that embodies RASASH's feminist values and provide staff with the direction and vision required to develop teamwork and high-quality services.
- Provide leadership, operational management, and reflective supervision to the Fundraising & Comms Worker, Training Officer and 2 Prevention Workers ensuring their respective areas are functioning well.
- Oversee staff performance reviews, appraisals, and development plans within the service-delivery team and support the CEO in responding promptly to complaints, disciplinary matters, and grievances.
- Coordinate and chair the service-delivery team meetings and act as cover for other team meetings when needed.
- Develop and coordinate induction and refresher training for all staff.

- Develop and coordinate probation training for all Engagement Service Team members.
- Oversee adequate staffing and scheduling for the service delivery team, ensuring sufficient cover and availability of services.
- Support the CEO and Board on all recruitment, staffing, and organisational structure.

RISK MANAGEMENT & COMPLIANCE

- Support the CEO to ensure the organisation is compliant with all relevant laws, regulations, and ethical standards, ensuring that working practices are safe and minimise any risk to the organisation.
- Develop and oversee the implementation of effective risk management strategies for the engagement services team.
- Ensure data is collected, recorded, stored, and retained in line with RASASH's data protection obligations and policies and procedures.
- Provide duty cover for safeguarding and lone working.
- Support Frontline Services Manager on RASASH's lone working policy and procedure, ensuring systems are in place that prioritize the safety and wellbeing of staff.

FINANCIAL MANAGEMENT

- Provide support to the CEO and work as part of the Senior Management Team to prepare budgets for external delivery programmes.
- Oversee and manage spending in line with the service-delivery budget, ensuring the CEO is kept informed of any actual or anticipated variations in spending.
- Support the CEO to identify funding opportunities and lead on non-statutory funding applications to ensure sufficient and sustainable funds.

- Oversee fundraising efforts (corporate & ind. giving)
- Deputise for the CEO on bank payments and authorise payments, expenses, and purchase requests in line with the operational budget.

PARTNERSHIP & COMMUNICATION

- Deputise for the CEO and/or as agreed, represent RASASH in strategic multi-agency partnerships to ensure the needs of survivors are understood and met by all key service-providers.
- Lead on RASASH public engagement and communication strategy, as well as provide input on charity positioning.
- Alongside the CEO, build and maintain strategic relationships with local partners, the Rape Crisis network, and other stakeholders to promote awareness and support for survivors.
- Lead on external communication, providing key updates to keep all parties informed, and develop and implement guidance on external communication protocols within the organisation.
- Publicise the service, campaigns, and initiatives, by acting as a spokesperson, representing RASASH at events, press/media interviews, and undertaking other public engagements (e.g. panel discussions, presentations, and trainings).

OTHER

- Flexibility in working hours, including some evening and weekend work
- Periodic travel across rural areas in Highland, including occasional overnight stays and travel to the Central Belt
- Any other duties that are relevant to the post and agreed with the CEO.

Person specification

Criteria	Essential	Desirable
Knowledge & Understanding	<p>A. A commitment to feminist values and strong feminist understanding of gender-based violence, sexual violence and its impacts.</p> <p>B. Knowledge and understanding of Charity compliance obligations and regulation (e.g. GDPR, health & safety, and safeguarding)</p> <p>C. Understanding and appreciation for the culture of a feminist, charitable organisation as well as the challenges facing the sector.</p> <p>D. Understanding of trauma-informed, survivor-led services.</p>	<p>1. Knowledge and understanding of national/local strategies and policies to address sexual violence.</p> <p>2. Knowledge and understanding of National Rape Crisis Service Standards.</p> <p>3. Knowledge and understanding of Scottish Government approaches to primary prevention and early intervention for gender-based violence</p> <p>4. Knowledge of Highland public services, geographical challenges and barriers</p>
Experience	<p>E. Third sector management experience (3+ years) which includes: team management, project management, budgeting, donor bids/reporting, organisational development, and change management.</p> <p>F. Evidence of excellence/innovation in an organisational environment and working within a leadership team.</p> <p>G. Demonstrable experience of providing strong and effective leadership and direction to staff, including</p>	<p>5. Experience of prevention work</p>

Criteria	Essential	Desirable
	<p>staff training, practice reflection, and constructive feedback.</p> <p>H. Effective risk management experience and policy development.</p> <p>I. Evidence of collaborative working with a range of statutory and voluntary partners.</p> <p>J. Experience of delivering training</p> <p>K. Proven experience of developing and growing services</p>	
Skills & abilities	<p>L. Self-sufficiency and excellent organisation skills, able to manage projects and teams in line with strategies, resource limitations, and deadlines.</p> <p>M. Excellent interpersonal and communication skills, able to build relationships both internally and externally as well as deliver clear and impactful written material.</p> <p>N. Confident in public speaking and external representation</p>	

Criteria	Essential	Desirable
	<p>O. Analytical and strategic thinker, able to problem-solve and find creative solutions.</p> <p>P. Proven experience conducting monitoring and evaluation of services, including quality assurance.</p> <p>Q. Possess excellent working knowledge of standard office packages, IT software, and databases, including formatting and design.</p> <p>R. Possess excellent working knowledge of project management tools.</p> <p>S. Possess excellent working knowledge of social media and fundraising platforms</p>	
Qualifications	T. Full, UK driving licence	<p>6. Degree or qualification in a relevant area</p> <p>7. Rape Crisis Scotland training or equivalent</p>