



# Director of Services & Engagement

Candidate Pack | March 2026





# Introduction Letter

Dear Candidate,

Thank you for taking the time to explore this opportunity. I hope what you've seen has sparked your interest.

I am proud to be the Chief Executive of Leeds Women's Aid (LWA). With almost 30 years working to end violence against women and girls, my commitment to this work remains as strong and urgent as ever. What continues to inspire me most is the calibre, dedication and integrity of our people, our frontline teams, our managers and our Board, who deliver life-changing support every day in complex and challenging circumstances.

We are a women-led, values-driven organisation, rooted in women-centred practice and feminist leadership. We are ambitious about the quality and reach of our services and clear about our responsibility to the women and children who place their trust in us. I am keen to hear from candidates who share our values, who lead with integrity and compassion and who want to shape excellent services in a growing and influential charity.

Over recent years, LWA has experienced significant growth and transformation. Our

services have expanded in scale, complexity and reach; and we are now preparing to launch our next three-year strategy in April 2026. This sets out three clear pillars of ambition and represents an important moment to strengthen service quality, consistency and innovation as we move into our next phase.

The Director of Services & Engagement role sits at the heart of this work. It provides strategic leadership across most service delivery, ensuring high-quality, trauma-informed and victim-survivor-centred practice, alongside strong safeguarding, performance oversight and workforce leadership. It is a role for someone who can balance strategic thinking with deep respect for frontline practice and who understands the importance of clear decision-making, support and accountability.

As violence against women and girls is increasingly recognised as a national emergency, the role also offers the opportunity to shape how services respond to emerging need, influence local systems and develop new models of support. We are proud to be recognised leaders in our field, using evidence and learning to inform policy, partnerships and commissioning across Leeds and the wider region.

We are looking for a collaborative, thoughtful leader, who values people, leads with confidence and care and wants to work alongside me and our Senior Leadership Team to ensure our services remain safe, effective and responsive. Your leadership will play a crucial role in supporting teams, strengthening practice and ensuring we continue to deliver meaningful impact for women and children.

Leeds is a diverse and vibrant city and our work is deeply rooted in its communities. This role offers the opportunity to lead services that are both locally grounded and strategically influential, making a real difference every day.

If this opportunity excites you, I encourage you to apply. Your leadership could have a lasting and tangible impact on the lives of women and children across the city and the region.

I look forward to hearing from you.

**Nik Peasgood**  
**Chief Executive**

# Job Description

## Reports to

Chief Executive Officer

## Senior Leadership Team

Member of the Senior Leadership Team

## Direct Reports

- Operations Manager (Refuge)
- Operations Manager (Community)
- Housing Management Coordinator
- Impact and Performance Manager

## Remit

Current responsibility for approximately 97 staff and budget of £3.8 million.

## Salary/Hours/Location

- £55 – 60k
- 35 hours per week
- Based at Head Office, LS14, hybrid working policy applies

## Role Purpose

To provide strategic leadership and accountability for all service delivery and engagement functions, ensuring consistently high-quality, victim-survivor-centred practice and strong operational performance across the organisation.

The role drives service excellence, innovation, workforce capability and community engagement, ensuring services are responsive to need, aligned with organisational strategy and delivered in accordance with contractual, safeguarding and governance requirements.

As a member of the Senior Leadership Team (SLT), the postholder contributes to collective leadership, supports effective governance and upholds the principles of integrity, accountability and transparency in all aspects of operational leadership.

We are building a visible, unified and inspiring SLT, rooted in shared leadership, mutual accountability and collaboration. There is significant opportunity for the postholder to shape the next era of LWA – building service excellence, strengthening partnerships, developing our housing strategy and championing survivor voice across the organisation.

***We do not expect you to meet every element of this profile. We welcome applications from people who bring most of the following and who can demonstrate alignment with our values and commitment to women centred practice.***





# Key Responsibilities

## Strategic Leadership of Services

- Provide strategic leadership and clear accountability for all frontline service delivery functions, ensuring services are safe, effective, inclusive and victim-survivor-centred
- Translate organisational strategy into coherent service models, delivery plans and performance frameworks.
- Contribute to organisational strategy as a member of SLT, ensuring service delivery insight informs strategic decision-making and resource allocation.
- Horizon scan on areas relevant to both the organisation and own responsibilities and communicate internally on knowledge gained.
- Create trust and build effective working relationships across the organisation, at all levels.
- Work collaboratively with the Director of Strategy & Partnerships to ensure clarity of roles and align service delivery with broader system influence and strategic priorities.
- Provide regular, high-quality assurance to the CEO and Board on service performance, impact, risk and capacity.

## Commitment to Women-Centred Practice

- Demonstrated commitment to, and understanding of, women-led and women-centred support services, including the importance of trauma-informed, inclusive and empowering practice for women and girls.
- Ability to lead and represent an organisation whose work is rooted in women's lived experience, ensuring values, language and decision-making reflect women-centred principles.

## Operational Oversight and Performance

- Oversee performance management frameworks across services, ensuring consistent quality assurance, contract compliance and delivery against performance measures, outcomes and impact
- Ensure timely, proportionate decision-making within services, reducing operational bottlenecks and escalation to the CEO.
- Identify and manage operational risks, escalating appropriately and contributing to organisational risk management processes.
- Ensure services operate within agreed budgets in collaboration with the Head of Finance.

## Workforce Leadership and Capability

- Provide leadership for a large, diverse workforce spanning multiple specialisms (advocacy, refuge, community, engagement, housing and impact), ensuring consistent standards and autonomous, confident managers.
- Lead and strengthen coaching-led leadership, supervision and management practice across service teams.
- Support workforce development, resilience and succession planning in collaboration with the Head of People & Culture.
- Embed consistent standards of practice, professional accountability and continuous improvement across all service areas.
- Promote staff wellbeing, engagement and retention through inclusive and supportive leadership.

# Key Responsibilities

## Service Development and Innovation

- Lead the development, testing and implementation of new service models and pilots in response to emerging needs, commissioning priorities and strategic opportunities.
- Analyse service data, trends and feedback to inform service improvement and innovation.
- Work closely with the Director of Income Generation & Business Development to shape service design for bids, tenders and funding opportunities.
- Champion and effectively embed women's experience into service design, development and evaluation.
- Ensure innovation is evidence-informed, victim-survivor-led and proportionately risk-assessed.

## Engagement and External Relationships

- Lead organisational engagement strategies, ensuring services are well-connected to communities, partners and referral pathways.
- Build strong relationships with commissioners, statutory partners and sector stakeholders to support effective delivery and reputation.
- Lead and shape engagement functions ensuring communities, external stakeholders and women accessing services are meaningfully connected to organisational decision-making and service design.
- Represent the organisation externally as required, promoting service quality, impact and values.

## Safeguarding, Governance, and Accountability

- Hold strategic accountability for safeguarding within service delivery, ensuring robust systems, training and culture are embedded across all teams.
- Ensure compliance with charity law, contractual obligations, safeguarding requirements and the Equality Act 2010.
- Contribute to effective governance by providing accurate, timely and transparent reporting to the CEO and Board.
- Uphold the Nolan Principles of Public Life and support trustees in fulfilling their fiduciary responsibilities.

## Housing Strategy and Property Development

- Provide leadership for the organisation's emerging housing strategy, including development of a property portfolio to secure long-term refuge sustainability.
- Work with technical housing specialists to navigate due diligence, regulatory compliance and financial planning for property acquisition and development.
- Ensure the organisation's housing capability increases over time, preparing for forthcoming capital investment and opportunities.

## Leadership, Values, and Culture

- Model values-led, inclusive and ethical leadership at all times.
- Foster a culture of accountability, learning, openness and continuous improvement.
- Promote respectful challenge and reflective practice, collaboration and shared ownership across the organisation.





# Candidate Profile

## Experience

- Senior leadership experience in service delivery within the charity, public, or social care sector.
- Demonstrable experience of leading complex operational services and managing performance across multiple teams or contracts.
- Experience leading large multi-disciplinary teams through change and complexity.
- Experience of service development, quality assurance and improvement in regulated or high-risk environments.
- Experience of working with Boards or senior governance structures, providing assurance and managing risk.
- Experience of supported housing, property development, housing commissioning or asset-based growth (desirable, not essential).

## Skills and Competencies

- Strong operational leadership and decision-making capability.
- Skilled at navigating organisational change using strength-based leadership.
- Ability to lead, motivate, and develop managers through coaching-based approaches.
- Excellent analytical and problem-solving skills, with the ability to balance risk, quality and delivery pressures.
- Highly skilled in giving and receiving constructive and respectful challenge.

- Proven ability to build psychologically safe teams where open dialogue is encouraged.
- Strong communication and influencing skills, internally and externally.
- High emotional intelligence, diplomacy and the ability to build trust.

## Knowledge

- Strong understanding of safeguarding, trauma-informed practice and victim-survivor-centred service delivery.
- Knowledge of commissioning, contract management and performance frameworks.
- Understanding of the DV&A and VAWG policy and service landscape.

## Values and Conduct

- Demonstrates commitment to the Nolan Principles: selflessness, integrity, objectivity, accountability, openness, honesty and leadership.
- Strong alignment with organisational values and commitment to inclusive, victim-survivor-centred practice.
- Operates with professionalism, discretion, and respect for confidentiality.
- Values humility and collective success over individual recognition.
- Committed to feminism, anti-oppressive practice and social justice.

# Additional Information

The postholder will be expected to uphold the Charity Governance Code and contribute to a culture of effective governance and ethical leadership.

The role requires flexibility to meet organisational and strategic demands.

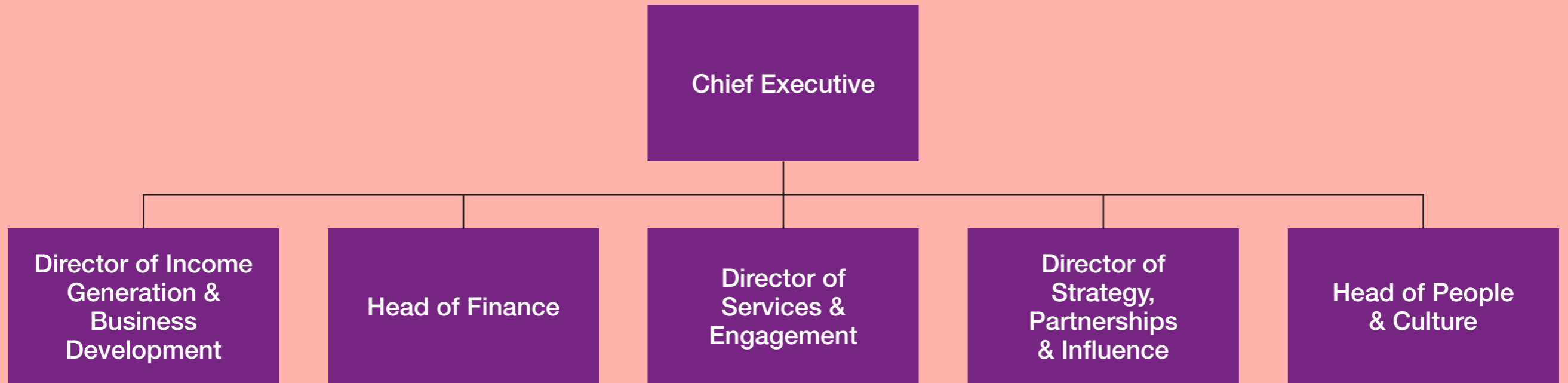
## Equality, Safeguarding, and Occupational Requirement

The organisation is committed to equality, diversity and inclusion and to creating a working environment free from discrimination, in line with the Equality Act 2010.

- Due to the nature of the services provided and the population supported, this post is subject to an Occupational Requirement under Schedule 9 (Part 1) of the Equality Act 2010, and therefore the postholder must be female. This requirement is applied lawfully and proportionately, reflecting the organisation's provision of specialist women-centred services and the need to maintain safety, trust, and authenticity in leadership and external representation.
- Appointment to this role will be subject to safer recruitment checks, including satisfactory references, right to work verification, and a Disclosure and Barring Service (DBS) check at the appropriate level.
- The postholder will be expected to uphold LWA's Code of Conduct, Safeguarding Policies, and values at all times, and to act as a role model for inclusive, ethical, and professional behaviour.
- Reasonable adjustments will be made to the recruitment process to ensure accessibility for candidates with disabilities or long-term health conditions.



# SLT Structure



# Benefits

**Salary:** £55 – 60k

There are huge benefits to working in the charity sector. It doesn't always pay the highest salaries, but does offer huge cultural benefits which we believe more than compensate.

We have a range of attractive benefits to offer you if you work for us, including:

- Being part of a diverse and inclusive organisation
- A 35-hour working week (full time equivalent)
- 30 days annual leave plus bank holidays (full time equivalent)
- Employee Assistance Programme
- Cash Health Plan
- Generous sick leave entitlement
- Enhanced maternity leave and pay
- Flexible working hours and hybrid working dependent on role
- Workplace pension (after qualifying period) 5% contribution from LWA & only 3% required from employee
- Annual staff survey
- Living Wage Employer
- Free on-site parking at most sites
- On the job training
- Two Annual Staff 'Away Days', where possible
- Staff welfare and health and wellbeing policies
- Staff Intranet and personal human resources cloud-based system
- Group Life Insurance
- Long Service Award at 5th Year and every 5 years thereafter





# How to Apply

To apply to be the new **Director of Services and Engagement** at Leeds Women's Aid, please follow these three simple steps:

**First**, follow this link to complete our [Equity, Diversity and Inclusion form](#). Whilst this isn't compulsory, we are incredibly passionate and committed to inclusivity and accessibility for all and the information you supply will help us to support Leeds Women's Aid to work towards greater equity and inclusion in their team.

**Secondly**, send a copy of your CV and answers to the following three questions, attached as a separate Word or PDF:

- Why do you want to lead services and engagement for Leeds Women's Aid – what's your motivation for applying? *(250 words max)*
- Taking the role profile into consideration, what skills, experiences and personal qualities will you bring as your key strengths? *(500 words max)*
  - Please focus especially about your **service delivery and leadership skills**, as well as your commitment and capability to **embed women's voices** into everything you and Leeds Women's Aid does.
- Thinking now about building a culture of shared ownership and collaboration in a previous role, how have you used respectful challenge and

reflective practice to lead with authenticity, integrity and compassion at every level of your organisation? *(400 words max)*

**Finally**, confirm the following details:

- Salary expectation (advertised at £55-60k)
- Notice period
- Confirmation that you are able to commit to the hybrid nature of the role
- Any flexible working needs or requests
- Preferred pronouns (optional)
- Any adjustments we could make to the process to enable to you feel at your most confident

Applications should be submitted directly to **Amelia Lee at Charity People**: [amelia@charitypeople.co.uk](mailto:amelia@charitypeople.co.uk)

## Deadline

9am on Wednesday 25th March

## Interview Dates

- Round One: 14th and 16th April
- Round Two: 22nd April

If any of the planned interview dates clash with your schedule and can't be rearranged, please let us know as soon as possible so we have the best chance of finding an alternative.



**Charity People**

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