



Job TITLE: Business Delivery and Performance Manager

Salary Scale: SO2 £32,436 -£35,348

Voice Offices – Northampton Town Centre

Hours of Work: 37 per week

About the role

Voice is a new Company Limited by Guarantee to provide services to victims and witnesses in Northamptonshire. The company is created by the Police and Crime Commissioner (PCC) and is funded by the PCC and central government, to ensure that victims and/or witnesses to crimes receive the best possible support to cope, recover and thrive.

Voice provides support to victims and witnesses of all crime types whether those crimes are reported to the police or not. Where the victim does choose to report the crime to the police, Voice provides information, guidance, practical and emotional support through the criminal justice process and for as long as the individual requires.

The Business Delivery and Performance Manager (BDPM) is a key visible leader, working in close partnership with the Chief Executive. The (BDPM) will be responsible for leading and delivering key projects and performance improvement strategies as directed. The post holder will report directly to the Chief Executive playing a pivotal role in improving delivery of change, performance and efficiency strategies.

The post holder will significantly contribute to the development of a high-level framework for delivering the Voices Vision and business strategy, with an emphasis on integrating best practice and performance management into strategic business planning.

He/she will provide assurance to the Chief Executive on the delivery of change initiatives, including business performance improvement and efficiency strategy.

He/she will take a leading role in developing and improving Voices approach to change management and benefits delivery through appropriate programmes and projects.

About you

You will bring previous experience of working within a statutory, voluntary, community, private social care or customer service environment dealing with members of the public, successfully managing conflict and working at pace. You will come with both an understanding and passion for supporting victims, witnesses or other vulnerable client groups.

You will have leadership skills and the commitment to ensure a culture of continuous improvement to meet the expectations of vulnerable people and will have a comprehensive regard to equality, diversity and inclusion issues.

Application arrangements

Please provide a covering letter and written application setting out how you meet the person specification.

Closing date for applications Monday 25th September 2017

Interviews Wednesday 4th October 2017.