2026/2027

INFORMATION PACK

MANAGER

- **SALARY:**
  £37,029 PER ANNUM (£40,500 FTE)

- **LOCATION:**
  CAITHNESS OR SUTHERLAND

- **HOURS OF WORK:**
  32 Hours per Week

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November 2026

Dear Applicant,

Thank you for your interest in applying for a post at Caithness & Sutherland Women's Aid (CASWA).

The online application form can be accessed via the Vacancies section of our website or via this link. CASWA Application Form - Manager – Fill out form

Please be aware that the online application form needs to be completed in one session, as progress cannot be saved. A separate PDF containing the full list of application questions is available for you to review and prepare your answers before completing the form on our website. CASWA - Vacancies

If you would prefer not to use the online form, our Word application form is also available on our website. You can download it and return your completed version **by email to administration@caswa.org.uk**.

CASWA positively welcomes applications from women within all sections of the community. **Women only need apply under Schedule 9 (part 1) of the Equality Act 2010.**

The successful candidates will be required to join The Protecting Vulnerable Groups (PVG) scheme.

This role requires access to your own vehicle and business-use motor insurance.

Please note, all applications and relevant recruitment documents will be held confidentially and destroyed after 6 months, apart from documents relating to the successful applicant.

The closing date for applications is **5pm Monday 30th November 2026**.

Shortlisted applicants will be invited to attend a face-to-face interview. Full details regarding the interview schedule and arrangements will be provided once applications have been reviewed.

If you have any queries please contact info@caswa.org.uk. We look forward to receiving your completed application form.

Joanne Sutherland
CASWA Chair

2.Organisational Information

Background

Caithness & Sutherland Women's Aid (CASWA) is a registered Scottish charity and a company limited by guarantee with 20 years' experience of providing services to women, children and young people who have experienced domestic abuse.

CASWA Vision:

- Our community is aware of, intolerant of and challenges abuse, in all its forms.
- People within our community are responsible for their behaviours and actions and have respect for each other and themselves.
- CASWA is an accepted, integral part of our community; supporting and empowering women and families to recover, move on and live in safety.

CASWA Purpose:

- To support women, children & young people effectively, by providing practical and emotional support to those experiencing or who have experienced domestic abuse.
- To educate the wider community on domestic abuse and its impacts and legacy.
- To promote the service, so that all women and children & young people in Caithness and Sutherland are aware of CASWA.

CASWA Values:

We are:

- Professional
- Confidential
- Dedicated
- Knowledgeable
- Compassionate and Empathic
- Person-Centred in our Approach
- Reliable
- Non-judgmental
- Flexible
- Innovative, Creative and Fun
- Welcoming
- Empowering
- Ethical
- And we have Integrity

Employee Benefits

We are a great team of supportive women working across 2 office locations providing outreach support across Caithness and Sutherland. We are proud about the important work that we do within the charity sector. CASWA provides:

- Holiday entitlement of 35 days (including public holidays) per year (FTE) increasing to 40 days after 5 years' service.
- Company pension fund with employers contributions of 5% and employee of 3%
- Full training / Support & Supervision / Professional Development including SVQ if required.
- Employee assist programme
- External supervision/counselling.

- Business mileage paid in line with HMRC guidelines.

3.Guidance On Completing Your Application Form

As part of CASWA's commitment to equal opportunities, candidates for each post are treated equally. Application forms are the only basis on which the first selection is made to decide whom to call for interview. Only information, which appears on the form, can be considered. It is **very** important that your completed form contains both the information we want about your skills and experience and the information you want to give us. These advice notes are intended to help you to complete your form effectively.

1 Read all the information provided especially the job description and person specification. These outline the duties you would be expected to carry out in this post and list the skills, knowledge and abilities that the short listing/interview panel will be looking for.

2 You will need to complete the online application form in one session, as Microsoft Forms doesn't allow you to save progress and return later. To help you prepare, there is a separate PDF containing the full list of application questions available for you to review and prepare your answers before completing the form.

3 Section 8 (Personal Statement) asks you to note down your experience, skills and knowledge in relation to the Job Description and Person Specification using no more than 500 words. **This is the most important part of your application - this is your chance to explain why you are suitable for the job.** It is not enough to say you have the experience, skills and knowledge – you must demonstrate with specific examples. These may be from your current or previous jobs or from out with formal employment.

4 Membership of the Protection of Vulnerable Groups Scheme is required as part of the job. Return the completed criminal records form and it will only be considered by the interviewing panel if you are short-listed.

5 Completing the Equal Opportunities Monitoring Section is voluntary, and you may skip any question you prefer not to answer.

6 All applicants must complete all mandatory parts of the application form.

7 References may be taken up for the short-listed applicants before interview. If you do not wish one or both references to be taken up at that point, please indicate on the relevant page. It is our policy not to make an unconditional job offer without taking up references.

4.Job Description– CASWA Manager

Job title:	**Manager**
Salary:	**£37,029 (£40,500 FTE BASED ON A 35 HOUR WEEK)**
Responsible to:	CASWA Board
Hours:	32 Hours
Location:	Caithness and Sutherland - Offices based in Thurso and Dornoch. Flexible homeworking within organisational guidelines. Frequent and regular travel across Caithness & Sutherland.
Job Purpose:	Working in partnership with the Board of Directors and staff team, you will lead and manage CASWA's operations, ensuring the effective delivery of services in line with the organisation's strategic objectives, business plan and values. You will ensure that the needs of service users, staff, funders and other stakeholders are met, with responsibility for overall staff management, wellbeing and support; ongoing development of the staff team, building skills, capacity and effectiveness; the financial sustainability and viability of the organisation; developing and maintaining strong, effective working relationships with external partners, funders and stakeholders.

5.Person Specification

Key Tasks and Responsibilities

Strategic Leadership and Governance

- Work with the Board of Directors to develop CASWA's strategic, business and financial plans, and lead and oversee their effective implementation.
- Inform and support the Board in making strategic decisions, providing regular reports, relevant information and professional advice to enable effective governance and oversight of the organisation.
- Organise and coordinate Board meetings and the Annual General Meeting (AGM), ensuring relevant information and reports are available to support effective decision-making.
- Oversee organisational risk management and contingency planning, ensuring appropriate arrangements are in place and reporting significant risks and developments to the Board.
- Work with the Board of Directors, as appropriate, in relation to media statements, public communications and campaigns.

Financial Management and Sustainability

- Ensure the financial viability and sustainability of the organisation through effective financial planning, budget preparation, monitoring and reporting, taking appropriate action to address variances and emerging financial risks.
- Develop and oversee the implementation of a fundraising strategy to support CASWA's ongoing work and future development.
- Responsibility for funding applications, funder meetings, reporting and evaluation, ensuring funding requirements and deadlines are met and opportunities for future funding are identified and pursued.

People Management and Leadership

- Provide effective leadership and overall responsibility for staff management across CASWA's offices and services in Caithness and Sutherland, ensuring a consistent, supportive and accountable approach to line management.
- Lead and oversee recruitment, selection, induction, training, professional development and staff communication, ensuring appropriate staffing, skills and resources are in place to meet organisational requirements.
- Undertake line management responsibilities, including:
  - Providing effective support and supervision, regular performance reviews and appraisals, with clear objectives, constructive feedback and appropriate follow-up.
  - Managing staff performance, addressing concerns promptly and fairly, and overseeing disciplinary and grievance matters in accordance with CASWA's policies and procedures.
  - Promoting staff wellbeing and managing attendance and absence effectively, including appropriate support, monitoring and return-to-work arrangements.
  - Ensuring workloads are monitored and managed fairly and effectively, with clear priorities, appropriate allocation of responsibilities and action taken where pressures or capacity issues arise.
  - Identifying training and development needs and ensuring an effective staff training plan is in place and implemented.
  - Encouraging accountability, professional development, team working and the effective resolution of workplace issues.
- Build and maintain a positive, cohesive and motivated team, fostering mutual respect, trust, effective working relationships and a shared commitment to CASWA's values and objectives.
- Manage and support staff working across different geographical locations, ensuring effective communication, regular contact, appropriate management oversight and a consistent approach to service delivery and organisational practice.
- Ensure staff working across different locations feel connected, supported and included, and that opportunities for team communication, collaboration and development are maintained.
- Delegate responsibilities appropriately, providing clear direction, guidance and accountability, and support direct reports, where applicable, to fulfil their own line management responsibilities effectively.
- Maintain and make effective use of appropriate communication systems to support information sharing, staff engagement and consistent working practices throughout the organisation.

Operational and Service Management

- Oversee the effective day-to-day operation of CASWA, ensuring services are delivered safely, efficiently and to a consistently high standard, in line with organisational objectives and available resources.
- Ensure service users are involved in the development and evaluation of services, and that their experiences, needs and feedback inform service planning and improvement.
- Ensure that organisational working practices comply with the requirements of funders, external regulators and relevant legislation, together with CASWA's policies and procedures.
- Ensure policies, procedures and working practices are reviewed, communicated, implemented and monitored effectively.
- Establish, maintain and review appropriate mechanisms to evaluate service effectiveness and development in line with service users' needs, funders' requirements and organisational priorities.
- Ensure effective quality assurance processes are in place to monitor service delivery, maintain standards, identify areas for improvement and support continuous improvement.
- Ensure appropriate systems are in place to monitor organisational performance, identify operational challenges and take timely corrective action where required.
- Work within a feminist framework, applying this understanding in leading CASWA's work and supporting a wide range of women experiencing domestic abuse.

External Relationships, Partnership Working and Raising Awareness

- Maintain effective working relationships with funders, regulators and relevant external organisations, ensuring the timely and accurate provision of activity information, reports and other required returns.
- Lead and oversee CASWA's raising awareness and networking strategy, positively promoting a feminist analysis of domestic abuse and the work of CASWA across the voluntary and public sectors and within the local community.
- Develop and maintain effective partnerships with Scottish Women's Aid and the wider Women's Aid network, contributing to local and national campaigns that further the aims of Women's Aid.
- Attend in person and participate actively in the Highland Violence Against Women Partnership.
- Represent CASWA at relevant events, meetings and networking opportunities in line with the organisation's business plan and strategic priorities.
- Ensure appropriate representation from CASWA at MARAC, MATAC and other relevant organisations, bodies and groups, as required.
- Ensure Care Inspectorate and SSSC requirements are met, and that CASWA adheres to relevant guidelines, standards and processes.

Professional Development and Other Responsibilities

- Take personal responsibility for identifying and undertaking continuing professional development, participating in relevant training to maintain and develop knowledge, skills and awareness of issues relevant to the role.
- Promote and maintain a professional, positive and supportive working environment throughout CASWA.
- Undertake such other appropriate duties and responsibilities as may reasonably be required by CASWA, consistent with the purpose and level of the post.

Key Skills & Person Specification

Essential Skills & Experience

- Experience of managing service delivery, staff, budgets and financial planning.
- Proven ability to lead, support and develop staff, including supervision, appraisals, performance management and handling disciplinary and grievance matters.
- Ability to build an effective, cohesive team and manage staff, communication and service delivery across multiple locations.
- Experience of service development, organisational change and developing operational plans to achieve strategic objectives.
- Ability to build effective relationships with external partners and stakeholders, raise awareness of domestic abuse and promote and develop CASWA's work in rural communities.
- Ability to identify funding opportunities, prepare applications and complete funding reports.
- Effective written and verbal communication skills, including report writing and presenting recommendations.
- Strong ICT, organisational and administrative skills.

Knowledge and Understanding

- Understanding of, or willingness to develop knowledge of, a feminist analysis of domestic abuse and the issues affecting women, children and young people experiencing domestic abuse.
- Understanding of equality, diversity, discrimination and human rights, including their relevance to women, children and young people experiencing domestic abuse.

- Knowledge of good governance, risk management, health and safety and relevant regulatory requirements, including those of the Care Inspectorate and SSSC, or willingness to develop this knowledge.

Qualifications/Essential Requirements

- Hold, or be willing to work towards, the practice and management qualifications required for SSSC registration as a Manager of a Housing Support Service. CASWA will provide financial support in accordance with its relevant policies.
- Hold a current driving licence and have access to a vehicle with appropriate business-use insurance.
- Demonstrate a commitment to CASWA's values and aims and to continuing professional development

6.Disclosure of Criminal Convictions

The post you have applied for is exempt from the Rehabilitation of Offenders Act 1974 by the exclusions and Exceptions Scotland Order 2003 and the Police Act 1997 (Part v). You are required to disclose all convictions (spent and unspent), cautions, warnings and reprimands and any relevant non-conviction information.

- Please complete Section 10 of the application form

Should you be appointed to the position applied for you will also be required to become a member of the Protection of Vulnerable Groups (PVG) Scheme under the terms of the Police Act 1997 (Part v).

If you fail to complete and return the Disclosure of Criminal Convictions form you will not be considered for interview.

Completing this section may not necessarily debar you from the selection process.

7. CASWA Safeguarding Statement

CASWA is committed to safeguarding and promoting the welfare, rights, and wellbeing of women, children, and protected adults. We believe everyone has the right to live free from abuse, harm, and neglect. All staff are expected to share this commitment and to adhere to CASWA's Safeguarding, Adult Support and Protection, and Child Protection policies.

Posts involving regulated work require membership of the PVG Scheme. Our policies comply with current legislation and local authority requirements (Highland Child Protection and Adult Support and Protection Committees). Copies are available on request.

8.Equal Opportunities in Recruitment

CASWA strives to provide an inclusive service. We are committed to:

- preventing any form of direct or indirect discrimination in our employment practice, in the governance of our organisation and in the delivery of our services.
- creating an environment in which individual differences and the contributions of all our staff, service users and directors are recognised and valued.
- creating a working environment that promotes dignity and respect to all. No form of intimidation, bullying or harassment will be tolerated.
- reflecting and respecting diversity in all aspects of our service provision.

CASWA aims to be recognised as an equal opportunities' organisation, which sets exemplary standards in recruitment and selection. We intend to ensure that equal opportunity recruitment becomes a reality in practice and not simply a paper commitment.

To achieve the above aim, and check the effectiveness of our Equal Opportunities Policy, we monitor a range of areas where people may experience discrimination.

Why we need your help.
We can only accurately assess the effectiveness of our equal opportunities policies and procedures if you let us have the information we are requesting. This section of the application form is voluntary and you do not have to complete every question, but the more information we have, the more reliable our statistics will be.

The information which you provide will help us to monitor: -

- Whether applications are being received from a broad cross-section of people.
- Whether people appointed represent a cross-section of those who apply and are suitably qualified.
- Whether our recruitment, selection procedures and working practices, are fair.
- Whether our policies meet the diverse needs of our employees and volunteers.

Our Equal Opportunities Monitoring Form reflects all nine protected characteristics under the Equality Act 2010, along with additional categories that support inclusive practice (such as gender identity, sexual orientation, caring responsibilities and disability detail). This information helps us ensure our recruitment processes remain fair, accessible and representative.

What will happen to my information?
The monitoring information will not be used in any part of the selection procedure and will not be seen by any member in the recruitment group. The information you provide will help us to monitor and review our recruitment and selection procedure. Details of individuals will **not** be identifiable from any statistical information we produce.

What if I have any questions?
Please do not hesitate to contact CASWA using the contact information provided in this information pack.

9. Privacy Notice - Recruitment

This notice explains what personal data (information) we will hold about you, how we collect it, and how we will use and may share information about you during the recruitment application process. We are required to notify you of this information, under data protection legislation.

Please ensure that you read this notice (sometimes referred to as a 'privacy notice') and any other similar notice we may provide to you from time to time when we collect or process personal information about you when you apply for a job with us.

Who collects the information
CASWA (the 'Organisation') is a 'data controller' this means we gather and use certain information about you. Where the Organisation is also a 'data processor', we will process information received from third parties about you.

Data protection principles
We will comply with the data protection principles when gathering and using personal information, as set out in our Data Protection Policy.

About the information we collect and hold
The table set out on the following pages summarises the information we collect and hold, up to and including the shortlisting stage of the recruitment process; how and why we do so, how we use it and with whom it may be shared.
The table below also summarises the additional information we collect before making a final decision to appoint as person, i.e. before making an offer of employment unconditional, how and why we do so, how we use it and with whom it may be shared.
We seek to ensure that our information collection and processing is always proportionate to the needs of the organisation and the individual. We will notify you of any changes to information we collect or why we do it.

Where information may be held
Information may be held at our offices and third-party agencies, service providers, representatives and agents. Information may be transferred internationally including to countries that do not have data protection laws equivalent to those in the UK.
We have security measures in place to seek to ensure that there is appropriate security for information we hold.

How long we keep your information
We keep the personal information that we obtain about you during the recruitment process for no longer than is necessary for the purposes for which it is processed. How long we keep your information will depend on whether your application is successful, and you become employed by us, the nature of the information collected and the purposes for why it is processed.

If there is a clear business reason for keeping recruitment records for longer than the recruitment period, we may do so but will first consider whether the records can be pseudonymised, and how long it is reasonable to keep them. Normally, we will keep recruitment information (including interview notes) for no longer than is reasonable, taking into account the limitation periods for potential claims such as race or sex discrimination (extended to take account of early conciliation), after which they will be destroyed.
If your application is successful, we will keep only the recruitment information that is necessary in relation to your employment.
Further details on our approach to information retention and destruction are available in our Retention Policy.

Retention periods can be found in the table that follows.

Your rights to correct and access your information and to ask for it to be erased
Please contact CASWA Manager (in accordance with applicable law) if you would like to correct or request access to information that we hold relating to you or if you have any questions about this notice. You also have the right to ask CASWA for some but not all the information we hold and process to be erased (the 'right to be forgotten') in certain circumstances. We will provide you with further information on request about the 'right to be forgotten'.

Keeping your personal information secure
We have appropriate security measures in place to prevent personal information from being accidentally lost, used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.
We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

How to complain
If you have a query or concern about our use of your information or if you want to make a complaint about the way we have processed your personal information, you can contact Gillian Hossack (Manager).
If you are unhappy with our response, you can contact the ICO at https://ico.org.uk/make-a-complaint/ or telephone: 0303 123 1113 for further information about your rights and how to make a formal complaint.

Part A - Up to and including the shortlisting stage

The information we collect	How we collect the information	Why we collect the information	How we use and may share the information	How long we keep your information
Your name and contact details (i.e. address, home and mobile phone numbers, email address) Details of your qualifications, experience, employment history (including job titles, salary and working hours, reasons for leaving) and interests Details of your referees Details of any restrictions about your right to work in the UK	From you, in the completed application form and interview notes (if relevant)	Legitimate interest: To carry out a fair recruitment process, to progress your application and make an informed decision to shortlist, arrange interviews and inform you of the outcome at all stages and (if relevant) to recruit	To inform the panel member of your application To enable HR staff and/or the relevant manager to contact you to progress your application, arrange interviews and inform you of the outcome The panel making the shortlisting decision will receive pseudonymised or anonymised details only; if you are invited for interview, the panel will receive non-anonymised details.	Six months after application date
Guaranteed Interview Scheme (GIS) We offer disabled applicants the option of requesting to be considered under this scheme.	From you, in the completed application form	Legitimate interest: To carry out a fair recruitment process, to progress your application and make an informed decision to shortlist, arrange interviews and inform you of the outcome at all stages and (if relevant) to recruit	To inform the panel member of your application To enable HR staff and/or the relevant manager to contact you to progress your application, arrange interviews and inform you of the outcome	Six months after application date
Information regarding your criminal record	From you, in your completed application form	To comply with our legal obligations. For reasons of substantial public	To make an informed recruitment decision To carry out statutory checks	Six months after application date unless you are successful

		interest preventing or detecting unlawful acts, suspicion of terrorist financing or money laundering in the regulated sector and protecting the public against dishonesty	Information shared with Disclosure and Barring Service and other regulatory authorities as required For further information, see ** below	in which case it will be held in your personnel file for the duration of your employment and for six years after your employment has ended.

Part B - Before making a final decision to recruit

The information we collect	How we collect the information	Why we collect the information	How we use and may share the information	How long we keep your information
Information about your previous academic and/or employment history, including details of any conduct, grievance or performance issues, appraisals, time and attendance, from references obtained about you from previous employers and/or education providers *	From your referees (details of whom you will have provided)	Legitimate interest: to make an informed decision to recruit To maintain employment records and to comply with legal, regulatory and corporate governance obligations and good employment practice	To obtain the relevant reference about you To comply with legal/regulatory obligations Information shared with relevant managers and HR personnel	Six months after application date unless you are successful in which case it will be held in your personnel file for the duration of your employment and for three months after your employment has ended.
Information regarding your academic and professional qualifications *	From you, from your education provider and/or the relevant professional body	Legitimate interest: to verify the qualifications information provided by you	To make an informed recruitment decision	Six months after application date unless you are successful in which case it will be held in your personnel file for the duration of your employment and for three months after your employment has ended.

Interview notes, presentations, essays	From you during your interview(s)	Legitimate Interest to make an informed decision to recruit.	To make an informed recruitment decision; information shared with relevant manager(s) and HR where you are successful	Six months after application date unless you are successful in which case they will be held in your personnel file for the duration of your employment and for three months after your employment has ended
Information regarding your criminal record contained in Basic, Standard or Enhanced criminal record checks checks* PVG and related documents such as driving licence, utility bill, passport etc.	From you and Disclosure Scotland From you and Disclosure Scotland	To comply with our legal obligations. For reasons of substantial public interest preventing or detecting unlawful acts, suspicion of terrorist financing or money laundering in the regulated sector] and protecting the public against dishonesty]	To make an informed recruitment decision To carry out statutory checks Information shared with DBS or Disclosure Scotland and other regulatory authorities as required [For further information see ** below]	Six months after application date unless you are successful in which case it will be held in your personnel file for the duration of your employment and for six years after your employment has ended.
Your nationality and immigration status and information from related documents, such as your passport or other identification and immigration information *	From you and, where necessary, the Home Office	To comply with our legal obligations	To carry out right to work checks Information may be shared with the Home Office	Six months after application date unless you are successful in which case it will be held in your personnel file for the duration of your employment and for six years after your employment has ended.
Occupational Health Check	From you and the organisation that carries out the checks	To perform the employment contract	To establish if any (reasonable) adjustments are required to the job you are being offered	Six months after application date unless you are successful in which case it will be held on your personnel file for the duration of your employment and for six years after your employment has ended

You are required (by law or to enter your contract of employment) to provide the categories of information marked * above to us to enable us to verify your right to work and suitability for the position.
** Further details on how we handle sensitive personal information and information relating to any unspent criminal convictions and offences are set out in our Data Protection Policy.