

Job role	Accreditation Manager
Contract Type	Initially 12 months fixed term, followed by permanent contract (subject to funding). Will consider secondment arrangements for the right candidate.
Location	Home based with occasional travel
Hours	24 hours per week Flexible pattern (to be agreed), with 1 cross-over day required
Salary	Circa £27,000 <u>pro rata</u> per annum
Reporting to	Director of Sexual Violence Consultancy Services
Notice Period	2 months
Annual Leave	25 days pro rata per annum plus bank holidays

About LimeCulture

LimeCulture Community Interest Company is a leading national sexual violence and safeguarding organisation.

We work to improve the response to victims of sexual violence through our range of training and professional development initiatives, and research and consultancy services. We believe that all victims, regardless of where they live, their age, gender, or sexual orientation, should have access to high quality, safe and effective support.

We achieve our vision by embracing our core values in everything we do:

- **Learning:** We develop and deliver high quality training and resources for professionals
- **Innovation:** We are at the forefront of identifying emerging themes and are instrumental in creating change
- **Management:** We support leaders to design, provide and evaluate world class services
- **Excellence:** We strive to enhance quality in everything we do.

About the role

As part of our work to ensure professionals and services have the tools, knowledge, skills, and confidence to support victims of sexual violence effectively, we provide a programme of independent accreditation against the Quality Standards for Independent Sexual Violence Adviser (ISVA) Services, and the Male Survivors' Partnership Quality Standards for Services Supporting Male Victims/Survivors.

In an exciting opportunity to work directly with frontline sexual violence services to support their continuous improvement, **we're seeking a new Accreditation Manager to join the LimeCulture Team.**

Job Description

The Accreditation Manager is responsible for the efficient and effective delivery of the Independent Accreditation Programme (IAP). They will:

- Manage the end-to-end accreditation process
- Establish and maintain good relationships with all services enrolled on the IAP, ensuring regular contact to encourage active and continuing engagement
- Deliver workshops for newly enrolled services to explain the accreditation process, managing expectations and setting boundaries
- Systematically review evidence submissions to establish compliance with the relevant Quality Standards
- Draft reports and action plans that provide programme participants with clear information and the rationale for any decisions on compliance
- Advise services on how to achieve specific improvements needed to comply with the Quality Standards, while retaining the independence of the programme.
- Lead Focus Group and Interview Sessions with professionals and service users to identify compliance with Quality Standards
- Maintain accurate records of service information and progress to assure the robust delivery of the accreditation process
- Provide a professional response to any query raised about the programme or any aspect of LimeCulture's work
- Ensure quality assurance processes deliver objective and robust decision-making
- Proactively identify risks to programme delivery, instigate recovery action, and escalate to Director level where appropriate
- Identify areas for ongoing improvement within the Quality Standards and accreditation process
- Deliver effective communications about the programme to ensure clarity and visibility among colleagues, delivery partners and external stakeholders
- Build and maintain relationships with external stakeholders to ensure the ongoing success of the programme
- Represent LimeCulture at meetings, events, and conferences, communicating professionalism, knowledge, and expertise at all times
- Support the Director to deliver effective governance of the IAP
- Meaningfully contribute to team meetings and all staff away days
- Undertaking other reasonable activities as required to promote and enable the effective delivery of LimeCulture's business.

Person Specification

The post holder will be enthusiastic, proactive and resilient, demonstrate a strong commitment to service improvement, and be able to work on their own initiative. They will have a flexible attitude to work, accompanied by impressive interpersonal skills and a high level of attention to detail. They will prioritise effectively and have the capacity to work to tight deadlines whilst managing competing demands.

Essential Competencies
Excellent organisation skills
Excellent communication, negotiation, influencing and stakeholder management skills
Experience of designing and delivering presentations
Highly skilled public speaker with ability to hold the attention of an audience and assert authority where required
Proven operational risk management capability
Proven ability to assimilate, understand and manage problem solving in the context of sensitive projects
A track record of successfully delivering projects with significant interdependencies / complexity
Able to identify projects at risk and take appropriate action to recover
Experience of working across professional and organisational boundaries
Experience of managing own workload without direction
Experience of delivering at pace in high pressured environments
Desirable Competencies
Knowledge and understanding of sexual violence sector and what support is available to victims/survivors
Knowledge and understanding of national policy in relation to sexual violence
Knowledge of similar or comparable accreditation processes
Qualification or equivalent experience in management and/or formal project/programme management qualification