



Job Description

Job Title	Welcome Team Manager
Reports to	Head of Operations
Location	6a Pavilion Buildings, Brighton BN1 1EE
Hours	30-37 hours
Pay Scale	SP29 - £37,339
Date issued	25/08/2026

Job Purpose

The Welcome Team is the front door to Survivors' Network and carries out the intake and assessment for all new referrals and deals with general enquiries. Their primary responsibility is for processing and responding to all new referrals into Survivors Network.

This role is to oversee and manage the operational functioning of the Welcome Team and to contribute to and support the strategic and operational development of the team and Survivors' Network as a whole.

Key Accountabilities

- To lead and support a team of Triage & Initial Support Workers; developing and improving their performance
- To ensure quality service delivery of the Welcome Team, providing intake and assessment function for Survivors' Network
- To identify and develop additional support measures for clients including short term advocacy work and wrap around support including re-assessment on closure from services
- To be responsible for the ongoing strategic and operational management of Welcome Team to identify annual and quarterly targets for the team linked to the strategic priorities for the organisation
- To scope outreach opportunities to engage survivors who ordinarily would not access support
- To develop relationships work with partners (including Disclosure And Referrals Team – DART and Worth Services) to ensure a coordinated response to joint referrals
- To ensure services are of a consistently high quality and are responsive to the needs of service users and the community and to take a lead on monitoring the impact of our work
- To promote Survivors' Network with local statutory bodies and partnerships and raise awareness of the work of the Survivors' Network and the needs of survivors

Working Relationships

- Triage and Initial Support Workers
- Head of Operations
- Managers for Adults ISVA, Volunteer led services, Adult Therapy and Children and Young People's (CHYP) teams
- Cross Team Senior ISVA
- DART partners
- RASSO (Police) partners
- SOLAR clinic partners (Sexual Health)

Duties and Responsibilities

To provide effective line management supervision to the Triage and Initial Support Workers, ensuring regular supervision, review meetings, and end of year appraisal meetings are conducted, giving regular feedback on performance and providing support as required, identify areas for improvement; development and training needs; and working with the individual to produce development plans to address the areas identified

To lead on strategic objectives for the team, regularly review and drive forward strategy for Survivors network; develop these into individual objectives for the team, and individuals, to be reviewed regularly

To implement and embed new processes for the team ensuring effective communication and understanding from all involved.

To ensure that the 'front door' of Survivors' Network is effective, accessible and safe, with clear processes and systems to ensure that safeguarding issues are identified and services are delivered in compliance with contracts, policies and best practice

To manage the recruitment of the Welcome team, complying with the Survivors Network Recruitment policy and ensuring roles are filled within budget in a timely manner.

Setting up and maintaining systems to ensure quality assurance of the inputting and data collection

Prepare reports for funders as required to demonstrate outputs and outcomes of the service and identify trends

To promote and develop the service in accordance with Survivors' Network ethos and policies and in response to service user feedback as part of the ongoing process of improvement and development

Maintain up to date knowledge on issues relevant to survivors of sexual violence



Develop and maintain relationships with partner agencies and networks Maintain the profile of Survivors' Network and contribute to the organisation's marketing, profile and fundraising function General Duties Act in accordance with Survivors' Network's policies and procedures. Ensure the Survivors' Network values are central to the development and delivery of all services. Attend and participate in regular training, staff meetings, supervision and other meetings as necessary within the Survivors' Network team Carry out occasional evening and/or weekend work as required. Be committed to personal and professional development and undertake relevant training and CPD opportunities. Carry out your own administrative duties Undertake any duties consistent with the post as may be reasonably requested by your line manager, the Senior Management Team or the Board of Trustees.

Person Specification

Essential / Desirable	Criteria	Method of Assessment (*A, I, T)
Essential		
E	Significant experience of supervising staff or volunteers in a role working with vulnerable people, including case management.	A, I
E	Experience of developing and implementing systems and processes that support staff to manage and prioritise a high volume of cases safely, efficiently and carefully.	A, I
E	Strong understanding of adult and child safeguarding, including making and supporting complex safeguarding decisions.	A, I
E	Knowledge and understanding of the barriers survivors may face when accessing services, and how to provide an accessible and responsive service.	A, I
E	Excellent written and oral communication skills, including report writing.	A, I
E	Experience of working in multi-agency settings, including statutory and voluntary services, with a commitment to partnership working.	A, I
E	Experience of project monitoring, evaluation and maintaining high standards of data integrity.	A, I
E	Understanding of data protection, confidentiality and clear professional boundaries.	A, I
E	Commitment to Survivors' Network's values, empowerment model, safeguarding responsibilities, reflective practice and ongoing professional development.	A, I
Desirable		
D	Experience of managing and working within a budget.	A, I
D	Knowledge and understanding of issues relating to sexual violence.	A, I
D	Experience of supporting staff through organisational or service change, with awareness of change management principles.	A, I
D	Experience of using an online case management system.	A, I
D	Competent user of Microsoft Office and relevant project management tools.	A

*A Application; I Interview; T Test