



Job Profile

March 2026

JOB TITLE:	VAWG and Domestic Abuse Specialist Coordinator (Part-Time)
GRADE:	POC
POST NO:	Post specific
JOB TIER:	5 (Non-management)
DBS CHECK:	Enhanced
DIRECTORATE:	Residents Services
SERVICE:	Homes and Neighbourhoods
REPORTS TO:	Head of Service Improvement (Regulator for Social Housing)
LOCATION:	London Borough of Hillingdon, Civic Centre
DIRECT REPORTS:	Nil
INDIRECT REPORTS:	Nil
ROLE PURPOSE:	

A. Job Description

Project: Amplifying Survivor Voices – Domestic Violence & VAWG Residents

About the Project: Amplifying Survivor Voices

Hillingdon Council has been awarded £120,000 by the Ministry of Housing, Communities and Local Government (MHCLG) through the Social Housing

Innovation Fund to deliver Amplifying Survivor Voices – Domestic Violence & VAWG Residents.

This sector-leading project aims to transform how survivors of domestic abuse and VAWG influence housing services. It will create safe, confidential, trauma-informed mechanisms for survivors to shape housing and neighbourhood design — including anonymous digital tools, a Survivor Advisory Panel, and survivor-informed service improvements. This work directly addresses the barriers survivors face in engaging with traditional structures like panels or consultations due to risk, trauma, and stigma.

Role Purpose

The Specialist Officer will play a central role in delivering the project, acting as the VAWG/DA expert lead across all engagement activities. You will ensure the project is delivered safely, ethically, and in line with best practice in trauma-informed approaches and safeguarding. You will act as the lead facilitator and safeguarding steward for all survivor-facing activity, as well as supporting strategic co-design with council services.

This role is ideally suited to an experienced domestic abuse/VAWG practitioner with a background in survivor engagement, trauma-informed practice, and cross-agency partnership.

Key Responsibilities

- Act as the primary contract manager for the commissioned Specialist VAWG Partner, ensuring their delivery of the Survivor Advisory Panel (SAP) meets trauma-informed standards and KPI.
- Lead safe and trauma-informed survivor engagement through 1:1 and group work, including co-design sessions and the formation of a confidential Survivor Advisory Panel (SAP)
- Attend all SAP meetings and workshops to support survivors/residents
- Carry out interviews and risk assessments of survivors/residents to ensure participation in the project is safe and appropriate
- Act as the safeguarding lead for all survivor-facing activity, ensuring compliance with multi-agency protocols and risk management frameworks
- Design and facilitate empowerment and inclusion workshops to support survivors' confidence, digital literacy, rights awareness and self-advocacy
- Co-develop and deliver the training of frontline staff in survivor informed practices.

- Co-develop and steward anonymous engagement tools, such as encrypted web forms, SMS lines, and physical drop-boxes in safe spaces
- Produce insight summaries and contribute to the development of a sector-facing Survivor-Informed Engagement Toolkit
- Work closely with the Council's internal Project Manager and cross-service teams (Housing, ASB, Repairs, Allocations) to embed survivor insight into service design
- Maintain accurate, confidential records of survivor engagement and ensure regular anonymised reporting
- Support project evaluation through data capture, anonymised feedback, and contribution to impact assessments

Essential Skills & Experience

- Extensive experience working directly with survivors of domestic abuse and/or VAWG, ideally in a housing, community safety or support service context
- In-depth understanding of trauma-informed practice, psychological safety, and safeguarding frameworks
- Proven experience designing and delivering survivor engagement or co-production projects
- Skilled facilitator, confident in creating emotionally safe spaces for vulnerable individuals to share insight
- Excellent communication and collaboration skills, with the ability to work across agencies and influence system change
- Strong understanding of confidentiality, anonymity, and ethical data handling when working with high-risk groups
- Ability to produce high-quality reports, toolkits or guidance materials based on lived experience insight

Desirable

- Experience working within or alongside local government or housing providers
- Understanding of the social housing sector and the challenges survivors face within it
- Familiarity with digital and non-digital engagement tools (e.g. anonymous web forms, SMS systems)

- Experience in developing resources, guidance or toolkits based on engagement work

Contacts

- Primary contact will be with colleagues including senior managers across project team, the Landlord Service and across functions which provide services to the HRA.
- Frequent contact will also be with Heads of Service, Director's, Assistant Director's, Project Sponsors, Corporate Management Team, Service Managers, officers.
- External contacts include MHCLG, VAWG specialist providers, Metropolitan Police, other partner agencies and working groups as necessary.

Additional Responsibilities

- Adopt a creative and innovative mindset to drive improvements and provide assurance across the housing service. Set clear objectives and performance targets to measure success, leveraging benchmarking to evaluate practices and gain insights from others' experiences.
- Showcase and continuously enhance advanced, specialist expertise in VAWG, domestic abuse and safeguarding. Act as a Council authority on these matters, making informed decisions that effectively address the legal, reputational, and financial risks inherent in managing a housing service focused on meeting residents' needs.
- Adopt the professional characteristics of people working within the VAWG specialist sector and behaviours of the Council. Demonstrate CIH Code of Conduct, Code of Ethics and Code of Professional Standards

Key Performance Indicators

- To write, agree, deliver KPIs per project, monitoring non-conformance and outlining actions for improvement.
- Contribute to individual and team performance targets, make suggestions for service improvements to ensure the delivery of excellent housing services, which deliver value for money.

To Apply:

Please submit a CV and one page expression of interest outlining your relevant experience, and availability.

This profile and job description is not intended to be an exhaustive list of duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of this role.

B. Person Specification

This person specification will be used for recruitment to the **VAWG and Domestic Abuse Specialist Coordinator** vacancy in LBH. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS	ESSENTIAL √	DESIRABLE √
Educated to degree level in a relevant discipline or able to demonstrate significant comparable experience.	√	
Project Management or Change Management Qualification (PRINCE2, APM, APMG, other appropriate accreditation).	√	
Evidence of continuing professional development.	√	
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL √	DESIRABLE √
Able and willing to work outside normal office hours, including attendance at evening and weekend meetings and events as required.	√	
3. EXPERIENCE	ESSENTIAL √	DESIRABLE √
Extensive experience of running successful projects which have driven or led to service improvements and/or change, managing risk and assurance programmes and delivering effective governance.	√	
Demonstratable exceptional leadership and management abilities, inspiring, motivating, and energising teams and employees while fostering a culture aligned with the organisation's vision, values, and behaviours.		√
Experience of working with one or more change models.		√
Experience of working on Housing Transformation and Change projects	√	
Experience of effectively influencing, negotiating and networking with a wide range of senior managers and other stakeholders.	√	

Working effectively under pressure, to prioritise and manage deadlines and demonstrate sound judgement and political awareness.	√	
Experience of producing reports and business cases for senior management and Members outlining recommended course of action supported by coherent and robust analysis.	√	
Experience of working in the public sector delivering a wide range of services.	√	
4. KNOWLEDGE & SKILLS	ESSENTIAL √	DESIRABLE √
High level of knowledge of own specialism and a strong working knowledge of a range of other cross cutting service delivery areas.	√	
Demonstrable project management delivery that goes beyond an understanding of the theory and project administration.	√	
An up-to-date knowledge of the changing face of local government and possible alternative service delivery methods.		√
Strong analytical skills: able to gather data and read the results with insight.	√	
Ability to facilitate workshops, focus groups, stakeholder events, surveys and interviews.	√	
Ability to produce agreed actions plans with accountability for actions.	√	
Good understanding of the political context at a local level and working with Members in a constructive and sensitive way.	√	
Knowledge of diagnostic approaches with ability to evaluate complex systems and processes without holding subject matter expertise.		√
Strong customer service ethos - understands the wider context of putting residents first.	√	
Financial acumen and reasoning, used to working with significant budgets.	√	
Ability to use Microsoft Office applications proficiently.	√	
The interpersonal skills necessary to ensure that business change and improvement are viewed positively, and gain buy in from those involved.	√	

Our values
Respect We appreciate what makes us different and include everyone. • We recognise that we all have unique talents, skills and experiences. • We provide a professional service to our residents and colleagues and lead by example. • We celebrate diversity and ensure our working practices are inclusive.
Collaborative We believe in the power of working together. • We work collaboratively as one council. • We promote creativity and innovation to improve outcomes for all. • We recognise the strength of sharing knowledge and experience.
Efficient We deliver the best possible outcome by carefully managing our resources. • We are empowered to deliver the most efficient outcome. • We harness new technology and tools to deliver our services efficiently. • We look after our finances and maximise value for money for residents.
Integrity There is no gap between what we say and do. • We choose what is right over what is easy. • We trust and support each other to get the job done. • We are responsible and accountable for our actions, both good and bad.
Open and honest We are transparent in the actions and decisions we take. • We provide a safe space to have truthful discussions in a positive way. • We encourage constructive feedback without fear of judgement.