Hampton Trust

The Drive Partnership

# DRIVE SERVICE MANAGER

## Application pack

A Partnership between:

Respect

SafeLives Ending domestic abuse

SOCIAL FINANCE

# WELCOME FROM OUR CEO

Dear Applicant,

Thank you for your interest in the role of Drive Service Manager vacancy at Hampton Trust. This pack includes background information on the organisation and details of our work. Should you have any questions or would like an informal chat, please do not hesitate to contact us by emailing us at jobs@hamptontrust.org.uk. If you provide details of your availability, we will then arrange for someone to get in touch.

Hampton Trust is a leading domestic abuse charity with a focus on tackling the root cause of domestic abuse by engaging perpetrators to reflect on their behaviour. We pride ourselves on being innovators in our field, highlighting gaps and testing new approaches.

Our work includes early intervention programmes for children and young people, support for child and adult survivors of historic or current sexual violence, domestic abuse perpetrator interventions and rehabilitative programmes for different types of offenders in the criminal justice system. We also deliver a range of professional training.

Having delivered one of the original Drive pilot sites across West Sussex, followed by delivery in Dorset, we are delighted to be working with the Drive Partnership once again. The initial team will consist of a Drive Service Manager, 4 Drive Case Managers and a Drive Panel Co-ordinator with potential for future expansion

The aims and ethos of Drive align perfectly with Hampton Trust's range of domestic abuse services, which focus on supporting individuals who use harmful behaviours. Drive Service Manager will lead the operational and strategic delivery of the Drive Project, ensuring high-quality services and effective partnership working.

This is an exciting opportunity to join Hampton Trust and the Drive Programme.

Good luck with your application.

Kind regards,

Chantal

**Chantal Hughes**
**CEO**



# ABOUT HAMPTON TRUST

**At Hampton Trust, our vision is for everyone to live free from violence and abuse.**

We are a leading provider of bold and innovative interventions, training, and education that help break the cycle of abuse.

Adopting a trauma-informed approach in everything we do, we create safe spaces for victims and hold perpetrators to account to foster understanding, drive behaviour change, and help rebuild lives. Our rehabilitative interventions are both community based as well as embedded within the criminal justice system.

Our primary objective is to prevent harmful behaviours from becoming entrenched and being passed down through generations by addressing the root cause of criminality. However, we know that we can't do this alone. Renowned for our track record in evidence-based and effective interventions and training, we work strategically with a range of local and national partners and policy makers to drive long-lasting transformative change within the system.

## Our story

Hampton Trust was founded in 1996 and is named after Gene Hampton, who had been a well-respected Hampshire Magistrate, Chair of the Probation Committee and serving member of the National Parole Board.

At the time, a review undertaken by the Hampshire Association for the Care and Resettlement of Offenders and the Hampshire Care Trust had highlighted large areas of unmet need for the support of domestic abuse offenders and young people at risk. With setup funding provided by the Hampshire Probation Service, Hampshire and Isle of Wight Constabulary and Hampshire Social Services, Hampton Trust was established to bridge this gap.

Our key aims were to prevent young people entering the criminal justice system as well as to provide rehabilitative programmes to prevent reoffending. More than 25 years later, we remain true to these objectives, delivering a broad range of award-winning services with the aim to provide innovative solutions to rebuild lives and create safer communities.

# OUR VALUES

## Safety and trust

We are committed to ensuring safety is upheld in and outside the organisation. We are committed to building trusting relationships to create change and build safer communities.

## Engagement and choice

We are committed to removing barriers to engagement and learning from each client interaction. We are committed to enabling individuals to make different choices by providing support and guidance to access pathways towards recovery and change.

## Collaboration and innovation

We are committed to learning from collaboration with those in our service, staff, and partners to develop and share best practice. We are committed to creating an innovative workforce and providing services that are infused by a passion for learning and improvement.

## Influence and inform

We are committed to working with individuals and with partners, networks and organisations who we can both learn from and influence. We are committed to developing an evidence base and being part of the conversation to influence and inform sustainable whole system change.

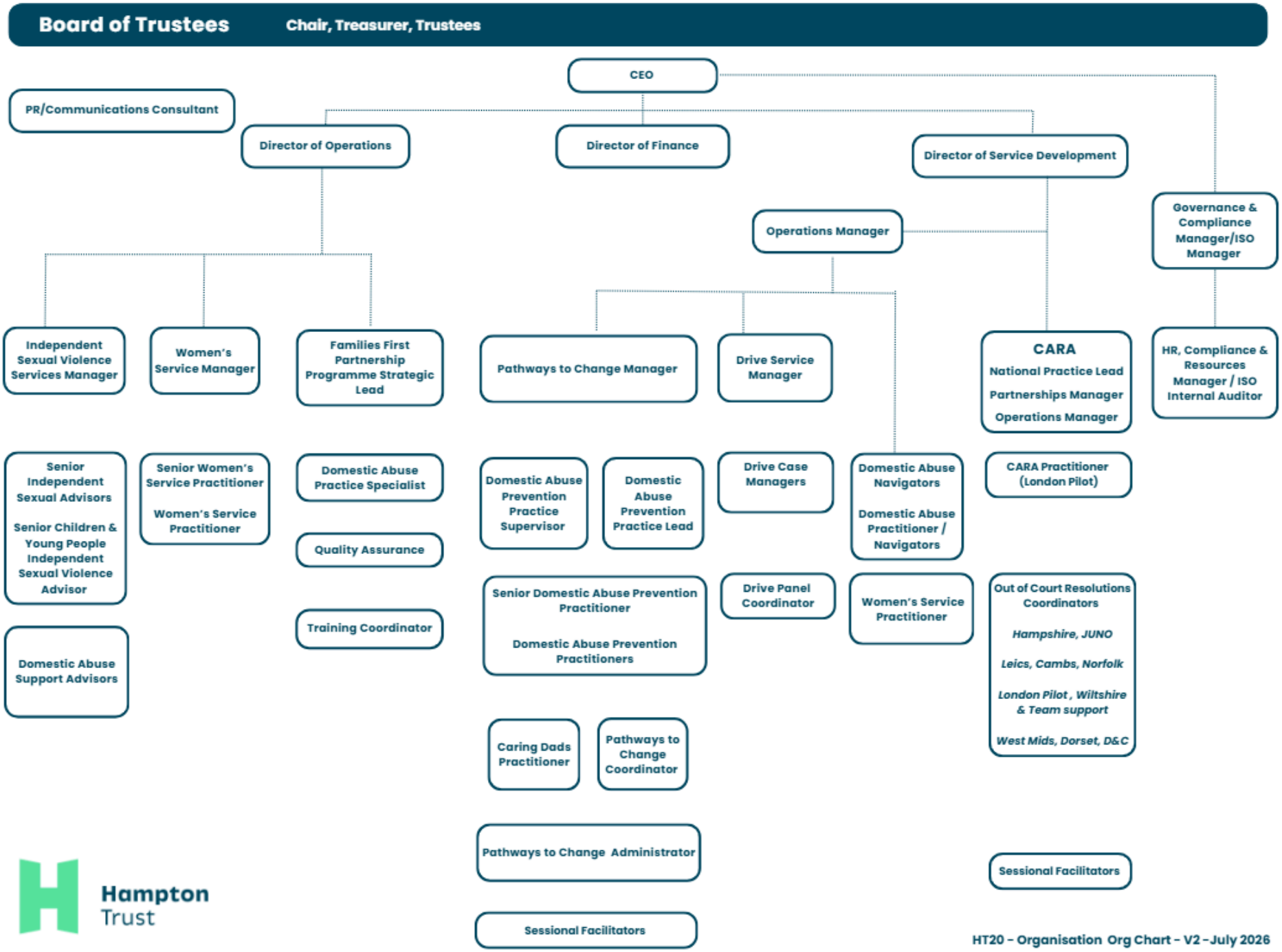
## Inclusion and diversity

We are an equal opportunities employer and are proud to employ a workforce that reflects the diverse communities we serve. We aim to encourage a culture where people can be themselves and be valued for their strengths. We seek to attract and employ the best people from the widest talent pool, reflecting the diverse range of people we support.

## Quality assurance

We are committed to robust quality standards across the organisation, upheld by external inspection.

# ORGANISATION STRUCTURE




Hampton Trust

HT20 – Organisation Org Chart – V2 – July 2026

# ABOUT THE DRIVE PROGRAMME

The Drive Project is a response to domestic abuse that aims to reduce the number of child and adult victims of domestic abuse by disrupting and changing perpetrator behaviour. It implements a whole-system approach through an intensive individual case management intervention alongside a co-ordinated multi-agency response to drive perpetrators to change their behaviour.The Drive project focuses on increasing victim safety alongside the crucial protective work of victim's services.The service has been developed to knit together existing services, complementing and enhancing existing interventions.

The Drive Project focuses on priority high-risk or serial perpetrators, both male and female, aged 16 and over, as this group carries the greatest risk of serious harm and engage poorly in available services. By addressing perpetrators' behaviour Drive targets the root cause of domestic abuse and improves outcomes for victims and children. The key objectives are to:

- Reduce the number of serial perpetrators of domestic abuse
- Reduce the number of repeat and new victims
- Reduce the harm caused to victims and children

Alongside one to one case management, the service will also drive system change in the area, with the aim of supporting the implementation of a multi-agency response to perpetrators of domestic abuse. It will play a key role in the perpetrator panel, at which Drive and other cases will be heard.

The Drive Project was developed through a collaboration between three organisations, Respect, Safelives and Social Finance, who from the Drive Partnership. Drive was launched in 2016, initially piloted in Essex, South Wales and West Sussex, and highlighted in the government's VAWG strategy for its innovative approach. Subsequently, Drive has expanded into several PCC areas and to additional LA areas across existing PCC areas.

Through this work the Drive Partnership are striving to:

- Ensure the continued effective delivery of the Drive model, with a high quality, safe intervention
- Further the development of the Drive intervention by testing the model and how it can be effectively replicated at scale in new areas
- Ensuring systems change and the development of sustainable response to high-risk perpetrators of domestic abuse on a local and national level

As a responsive programme, learning and adaption is critical to the overall success of Drive. The service will work closely with the Drive Partnership, the PCC, local authorities, IDVA services and local stakeholders to inform the development of a best practice delivery model for Drive and adapt practice in line with the growing evidence base on what works with Drive.



I honestly don't know where I would be without you as I have always avoided getting help, but you made me feel strong enough to access support.

# JOB DESCRIPTION

| | |
|---|---|
| **Job title:** | Drive Service Manager |
| **Reports to:** | Director of Operations |
| **Working hours:** | 37.5 hours per week |
| **Salary:** | Band 4 - £35,659 - £45,575 |
| **Base:** | Head office in Ashurst |
| **Travel** | Extensive travel in Southampton & Surrounding areas |
| **Contract:** | Until 31st March 2029 |

## Context

Hampton Trust is a leading provider of innovative interventions, training, and education designed to break the cycle of abuse. Through a trauma-informed approach, we prioritise the safety of victims and survivors while holding individuals who use harmful behaviours to account. Our Pathways to Change interventions foster understanding, drive meaningful behaviour change, and support the rebuilding of lives. We deliver a wide spectrum of programmes, from voluntary and agency referrals to compulsory interventions linked to criminal justice. Our work creates pathways to safer futures by addressing needs, reducing harm, and promoting positive change

Our primary objective is to prevent harmful behaviours from becoming entrenched and being passed down through generations by addressing the root cause of abusive and offending behaviour. Renowned for our track record in identifying gaps in service and responding with evidence-based interventions, we work strategically with local and national stakeholders and policy makers to drive long-lasting transformative change within the system.

## Job Purpose

To lead the operational and strategic delivery of the Drive Project, ensuring high-quality services and effective partnership working.

- Provide strong leadership and management of Case Managers and frontline staff to deliver a high-quality service to high-risk perpetrators of domestic abuse.
- Initiate, develop, and maintain a robust multi-agency infrastructure that engages perpetrators using the “support–disrupt” continuum principles.
- Work collaboratively with the Drive Partnership and local commissioners to maximise service impact and outcomes.
- Contribute to shaping the local strategic direction of the service and play an active role in domestic abuse strategy partnerships.

## Duties and Key Responsibilities

### Working alongside the Drive Partnership and Commissioner

- Ensure that all support and advice given is in line with Drive Partnership key messages and strategic objectives.
- Contribute to the development of the Drive model through service reviews, supporting the Drive Partnership in delivery challenges and implementation of changes to the Drive operational model.
- Act as a champion for Drive across the area in all aspects of development and delivery throughout the lifespan of the project.
- Represent the service at local and national events; deliver training and presentations as appropriate.
- Supporting the Commissioner and Drive Central Team in identifying and securing resources and implementing future funding plans agreed for the service.

### Interagency Work

- Work to ensure the Drive Project plays a key role in multi-agency structures and responses to domestic abuse, including supporting the coordination of a Matac or equivalent perpetrator panel.
- Develop and maintain effective links with other agencies, attending strategic and operational working groups as appropriate to inform and contribute to the development of strong multi-agency strategies to tackle domestic abuse.
- Demonstrate a proactive approach to resolving barriers to achieving the Drive objectives with other professionals and services.
- Develop protocols, referral procedures, skills sharing and joint working with external partners as appropriate.
- Influence and develop responses to improve services to perpetrators of domestic abuse ensuring that the experiences of Service Users and other agencies inform this process.
- Ensure the involvement of the service in effective partnership working with the Idva service and the Marac; promoting information sharing and risk management frameworks for perpetrators of domestic abuse.

## Delivery Management

- Direct and overall responsibility for the day-to-day management of front-line delivery staff; ensuring effective, appropriate and consistent support is available to address individual needs through productive working relationships with Service Users.
- Embed and champion service delivery that adopts the principles of the "Support – Disrupt" continuum.
- Ensure that Case Managers complete risk and need assessments in line with the operational model and that risk management procedures are followed at all times.
- Undertake case reviews and case supervision for all Case Managers.
- Ensure that all frontline staff have clinical supervision that is appropriate for their needs and in line with the Drive operational requirements.
- Ensure the service recognises the needs and concerns of a diverse range of Service Users and addresses them appropriately working to provide a service that is as accessible, relevant and effective as possible.
- Respect and value the diversity of the community in which the service works in, quality assure delivery to ensure ethical and safe practice that promotes robust procedures and organisational integrity.

## Recording and reporting

- Ensure that the required data is recorded on the Drive case management system, so that the evaluation, performance management and service learning is maximised.
- Support case managers to use the case management system accurately and consistently for all their work, in compliance with data protection and information sharing requirements.
- Provide routine reports to the commissioner, Drive Central Team, funders and stakeholders so that they can assess the overall performance of the service.
- Maintain an accurate and secure audit trail of all relevant communication.

## General Service Management

- Responsible for employee appraisals, performance reviews and the professional development of all staff and line management of case managers.
- Remain up-to-date and compliant with all relevant legislation, including the review and implementation of organisational procedures, policies and professional codes of conduct and practice guidance, in order to uphold standards of best practice.
- Ensure that the service complies with relevant legislative requirements as defined in its governing document/framework such as charity law, company law, financial regulations, employment law, health and safety legislation, DPA, equal opportunities, Child Protection and Protection of Vulnerable Adults and any other legislation connected to funding and service level agreements.
- Act with integrity and respect when interacting with Service Users, employees, agencies and individuals

## Core Responsibilities

### Health & Safety

- Demonstrate safety leadership in line with our H&S policies and safeguarding procedures
- Provide visible and proactive safety leadership in alignment with Hampton Trust's Health & Safety policies and safeguarding procedures.
- Actively participate in safety training and contribute to risk assessments.
- Use work equipment, personal protective equipment (PPE), substances, and safety devices appropriately and responsibly.

### Equality & Diversity

- Champion Hampton Trust's commitment to equality, diversity, and inclusion by fostering an open and inclusive culture for staff, partner agencies, and clients.
- Treat all individuals with respect, valuing their unique contributions and encouraging personal and professional growth.
- Demonstrate cultural awareness and sensitivity to diverse perspectives.
- Maintain a proactive and dedicated approach to promoting equality and diversity in all aspects of work.

### Information Governance

- Comply with Hampton Trust's GDPR policies and procedures, ensuring the secure handling of financial and personal data within your control.
- Maintain strict confidentiality regarding all personal, sensitive, or private information related to clients, staff, and partner organisations.

### Impact and Participation

- Actively support the mission, values, and ethos of Hampton Trust, working collaboratively across teams and contributing to shared goals.
- Ensure all work processes comply with ISO 9001:2015 quality management system requirements.
- Engage fully as a member of the Domestic Abuse Services Team, communicating effectively and planning tailored approaches to support individual needs and promote positive change.
- Stay informed about developments within Hampton Trust and use your expertise to raise awareness of relevant issues with the CEO and Management Team.

### Other Responsibilities

- Undertake additional duties as required, in line with the overall scope and responsibilities of the role, demonstrating flexibility and a commitment to organisational needs.

| Skills | Essential/ Desirable |
|---|---|
| Be able to manage a small team working with people who present a significant danger to others. | |
| Have strong organisational, report writing and communication skills both in person and written. | |
| Good relationship management with regard to multi-agency work which requires acute political sensitivity. | |
| Competent IT skills, including use of Microsoft Office. | |
| Excellent communication skills (both written and oral). | |
| Excellent advisory, negotiation and persuasive skills to support and guide Case Managers. | |
| Excellent crisis management skills and the ability to deal with stressful and difficult situations including conflict, challenge and trauma. | |
| Excellent interpersonal skills. | |
| Programme management skills, including reporting on key operational and financial deliverables and the effective management of budgets. | |
| **Knowledge** | **Essential/ Desirable** |
| Have an excellent understanding of domestic abuse, including the impact on victims and their children, an understanding of perpetrators of abuse and the legal and practical remedies available. | |
| An understanding of public protection arrangements, the provision of policing, child protection, health and social care, and housing support. | |
| Have an excellent understanding of the context of an Idva service and best practice when working with high-risk victims of domestic abuse. | |
| Have an understanding of multi-agency partnerships and legalities of information sharing including in domestic abuse cases and domestic abuse programmes. | |
| Have a good knowledge of effective ways of working/engaging with high-risk perpetrators of domestic abuse or clients with complex needs and challenging behaviour. | |
| Have theoretical and procedural knowledge of other voluntary and statutory services involved in the response to domestic abuse. | |
| An understanding of the Marac process at both a strategic and operational level. | |
| Have good knowledge of the relevant legislative requirements involved in managing a service governed by a board such as charity law, company law, financial regulations, employment law, health and safety legislation, DPA, equal opportunities, and any other legislation connected to funding and service level agreements. | |

| Experience | Essential/ Desirable |
|---|---|
| Working with high-risk victims, perpetrators of domestic abuse, those with complex needs and/or challenging behaviour. | |
| Experience of managing a team dealing with high-risk offenders or perpetrators of domestic abuse or work with vulnerable people. | |
| Working with perpetrators of domestic abuse striving to end their use of abuse in their relationships. | |
| Working to develop, influence and encourage partnership working on both a case-by-case basis and at a strategic level. | |
| Previous attendance at Marac (as a representative/chair). | |
| Understand and be experienced in safeguarding legislation and procedures. | |
| Writing and presenting information formally and informally, to a range of audiences. | |
| Implementing an effective and supportive (case management) supervision process. | |
| Researching, designing and delivering training and support materials as required. | |
| Financial management and fundraising would be desirable. | |
| Teamwork and Collaboration | |
| Understands the benefits of teamwork and contributes willingly. | |
| Understands the impact of their behaviour on others and adapts behaviour where appropriate. | |
| Shows flexibility and works with collective decisions. | |
| Self-Management | Essential/ Desirable |
| Has a track record in leading projects and developing new service provision. | |
| Uses support and guidance from Line Manager/Practice Advisor/Drive Central Team and steering group or elsewhere to support personal and agency effectiveness. | |
| Evidence of keeping reliable and timely reporting and meeting deadlines. | |
| Can take responsibility for own workload and has confidence in their own ability to make decisions. | |
| Understands decision making rights within their role and applies this consistently. | |
| Training in MI, trauma-informed practice, or DA intervention models | |

| Personal attributes | Essential/ Desirable |
|---|---|
| Flexible and available to work in all types of statutory and voluntary sector environments. | |
| Belief in perpetrator behaviour change. | |
| Proactive and self-motivated with good management abilities | |
| Reflection and self-awareness skills. | |
| Teamwork and Collaboration | |
| Willingness to work flexibly, including some evenings | |
| Commitment to equality, diversity and trauma-informed practice | |
| Full Clean Drivers License and access to own car | |
| Qualifications/Training | Essential/ Desirable |
| Relevant degree, vocational qualification or equivalent experience | |
| Training in MI, trauma-informed practice, or DA intervention models | |

# BENEFITS OF WORKING WITH US

**Equal Opportunities**
We celebrate diversity and are committed to creating an inclusive environment for all employees. Our company believes that diversity of experience, perspectives, and backgrounds will lead to a better environment for our employees and a better product for our users and the communities we serve.

We do not discriminate on the basis of race, religion, colour, national origin, gender, sexual orientation, age, marital status or disability status. We stand against any form of workplace harassment based on race, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability.

Our commitment to diversity and inclusion is unwavering, and we continue to build a company that represents a variety of backgrounds, perspectives, and skills. The more inclusive we are, the better our work will be.

**Development and Renumeration**

We are committed to the development of our staff and there are plenty of opportunities for growth at Hampton Trust, our roles range from a Band 7 (entry level) to Band 1 (Chief Executive) and we offer continuous training to support you in your development.

**Other Benefits**

- Contribution pension scheme – NEST with 3% company contribution.
- Free onsite parking at HT office
- 25 days annual leave – increasing to 3 days after 3 years and an additional 2 days after 5 years
- 8 Days Bank Holiday
- 3 additional days leave between Christmas and New Year
- Additional leave for your birthday
- £150 tax free birthday wellness gift
- Ongoing training and development
- Free flu jabs
- Access to free clinical supervision sessions

# NEXT STEPS

If you feel you are the right candidate for this role we would **love** to hear from you.

Please complete our online application form by clicking the apply now button on the Hampton Trust website vacancy page.

Hampton Trust is committed to safeguarding and promoting the welfare of vulnerable adults, and expect all staff to share this commitment.

The successful applicant will be required to undertake appropriate safeguarding checks which includes an enhanced DBS check as well as providing proof of right to work in the UK.

Hampton Trust

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