

Job title	Deputy Service Delivery Lead
Type of contract	12-month fixed term, subject to possible extension dependant on funding
Salary	£23,400 (FTE £39,000)
Hours	21.75 hours per week over 3 days
Team	National Road Victims Service
Reporting to	National Service Delivery Lead
Staff responsible for	Regional Managers. Regional Managers line manage Caseworkers delivering Brake's National Road Victim Service.
Working pattern	3 days per week Fully remote role with flexible working arrangements. The postholder will be expected to undertake occasional travel across the UK for team meetings, service visits, training, organisational events and other business requirements.
Recruitment process	Deadline for applications: 5pm 16 th September 2026 Applications may be progressed prior to the closing date. The closing date may be brought forward if we are in a position to shortlist earlier than anticipated Interviews to be conducted: Monday 21 st September 2026 Start date in role: ASAP
Benefits	• 35 days of annual leave (including bank holidays and 3-day shutdown period between Christmas and New Year, pro-rata for part-time working patterns); • Additional birthday day off; • Enhanced sick pay and compassionate leave; • Death in service benefit; • Pension; • Employee Assistance Programme; • Flexible working; • A rewarding role with purpose, and; • Be part of a skilled, friendly team with an engaged Board of Trustees.
About Brake	Brake is the national, acclaimed charity tackling the daily, horrific carnage of deaths, injuries, and air pollution on roads. Traffic is the biggest killer of young people worldwide, poisoning our lungs and contributing hugely to the climate emergency. Brake's vision is that people get around in safe and healthy ways. Our values require us to be evidence-based, aim high, and work collaboratively. We have a 30-year reputation for shouting out for positive change, advising government, encouraging action in communities, and delivering the UK's National Road Victim Service for bereaved and injured families. We work with schools and families, communities and

	companies to champion the cause of road safety and raise awareness of key road safety issues. Our values are: • Professionalism • Collaboration • Integrity • Compassion • Inclusion • Courage
Job purpose	The Deputy Service Delivery Lead will support the leadership and operational delivery of the National Road Victim Service, helping to ensure strong people management, consistent service delivery, quality standards, safeguarding, governance and contract performance across teams and processes. Working closely with the National Service Delivery Lead and wider leadership team, the postholder will support operational smoothness, resilience planning, quality assurance, safeguarding and clinical governance practice. The role will support service resilience and operational, including monitoring risks to safe service delivery, identifying opportunities to improve impact and efficiency, and helping ensure client outcomes are achieved before case closure. The role will lead day-to-day management of Regional Managers, including check-ins, performance review, workforce support and capacity oversight, while enabling Regional Managers to line manage caseworkers effectively. Line management responsibility for Regional Managers will be shared with the National Service Delivery Lead. The role will contribute to workforce development by supporting new programmes such as peer support activity and the development of a champions programme to strengthen confidence, consistency and service improvement. The Deputy Service Delivery Lead will model continuous learning, professional curiosity, constructive challenge and evidence-led decision-making, supporting leaders and managers to lead their teams confidently through change.
About you	Person Specification You will be a credible, compassionate and accountable operational leader with the confidence to support service delivery, people management, quality assurance, safeguarding, governance and contract performance across NRVS. You will combine strong judgement, organisation and constructive challenge with the ability to support Regional Managers, strengthen consistent practice and turn quality assurance, service data and learning activity into practical improvement.

	You will be collaborative, values-driven and able to build confidence in others, supporting Regional Managers and caseworkers through effective line management, training, peer support and service improvement activity. Essential Qualifications • Substantial experience of operational management within a complex service environment, including responsibility for the quality, performance, compliance and continuous improvement of multiple services. • Evidence of ongoing continuing professional development relevant to leadership, people management, safeguarding, quality assurance or service improvement. Essential Experience • Significant experience of people management, including line management, check-ins, performance review, workforce support and managing sickness, annual leave or team capacity processes. • Experience supporting operational service delivery, consistent service standards, resilience planning and smooth day-to-day delivery across teams. • Experience using quality assurance, dip sampling, peer review, service data and learning activity to strengthen practice and improve service performance. • Experience supporting safeguarding, governance, policy compliance, incident review or standards assurance within a service delivery environment. • Experience contributing to workforce development, including training design, training delivery, coaching, peer support or developing communities of practice or champions programmes. • Experience supporting contract delivery, KPI monitoring, outcome achievement and continuous service improvement. Essential Skills • Strong leadership, operational judgement and people management skills, with the ability to support Regional Managers to lead their teams confidently and consistently. • Clear communication, influencing and relationship-building skills with practitioners, managers, senior leaders, commissioners and external stakeholders. • Ability to support safe, proportionate decision-making and escalate safeguarding, governance, risk or quality issues appropriately. • Knowledge and understanding of trauma-informed working and trauma-informed organisations, with the ability to support managers and teams across Brake to apply these principles consistently. • Strong facilitation, training, coaching and peer support skills, with the ability to contribute to professional development for managers and caseworkers.
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	• Ability to analyse service data, quality assurance findings, risks, KPIs and client journey information, and translate insight into practical improvement. • Strong organisational, analytical and report-writing skills, with the ability to manage complexity, maintain confidentiality and support contract and service assurance. Knowledge • Knowledge of operational service delivery, people management, workforce planning and performance support in a remote or distributed team. • Understanding of safeguarding principles, governance, policy compliance, incident review and quality assurance in a service delivery setting. • Understanding of KPI monitoring, contract outcomes, service improvement and the use of data to support performance and accountability. • Understanding of workforce development, training, coaching, peer support and approaches that build confidence and consistency across teams. Desirable • Experience working within the charity or not-for-profit sector. • Experience supporting people affected by road death, traumatic injury or complex bereavement. • Experience supporting contract delivery, commissioner reporting or service development in a funded service. • Experience developing or supporting a champions programme, peer support model or practice improvement network.
	Personal Attributes • Compassionate, approachable and emotionally intelligent. • Values-driven and committed to Brake's mission and the people we support. • A confident and credible leader who can influence and inspire others. • Collaborative and able to build strong relationships across a remote national team. • Committed to continuous learning, reflective practice, professional curiosity, improvement and evidence-based decision-making. • Resilient and able to manage complexity, sensitivity and competing priorities. • Able to work remotely and autonomously while remaining connected and engaged as part of a wider team. • Able to work sensitively and compassionately with people affected by trauma, bereavement and life-changing injury.

Equity, diversity & inclusion	Brake is passionate about creating an inclusive workplace that values diversity. We welcome your application whatever your background or situation. We particularly welcome applications from those who are part of the global majority, the LGBTQIA+ community or disabled. We are proud to be a disability confident employer. We don't want you to 'fit' our culture, we want you to enrich it. So, if you have a passion for making a difference and share in our vision for a world where no one is killed on our roads, we would love to hear from you
How to apply	If you are seeking out a new challenge and think you have the skills, passion, and commitment that we are looking for, we would be interested in hearing from you. Please submit your CV together with a short supporting statement (around 1000 words) explaining: • What attracts you to Brake and to this role, and what you would bring to our approach to compassionate, trauma-informed support. • Your experience of leading operational practice through other managers, including how you ensure consistent standards, accountability and high-quality service delivery across teams or regions. • An example of when you have identified a performance, quality or practice issue and led improvement. Tell us what you identified, what you did, how you worked with others, and what changed as a result. We are particularly interested in how you think and lead, so please focus on specific examples rather than simply repeating information from your CV. We want to get to know you as a person and understand how you would approach this role. You are welcome to submit your response in an alternative format if that works better for you – for example, a short video or audio response – and we are happy to discuss any reasonable adjustments that would support you through the recruitment process. Please send your application to recruitment@brake.org.uk.
Important information	• Any offer of employment will be subject to satisfactory completion of pre-employment checks. These may include an enhanced DBS check, verification of qualifications and professional registrations, references, right to work checks and any other checks relevant to the role. • The postholder will be required to maintain relevant continuing professional development appropriate to their leadership, service delivery, safeguarding, quality assurance and people management responsibilities. • Please note we do not accept applications from serious traffic offenders due to the nature of our work. Employees are subject to driver licence checks.

