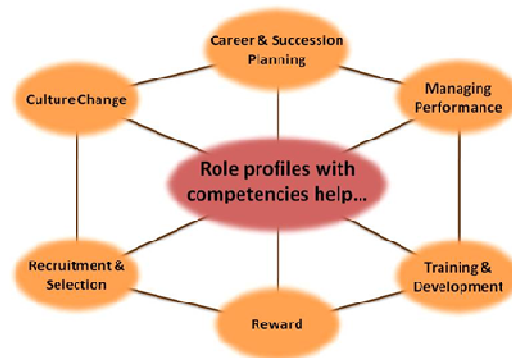




- Victim Support Scotland is the largest voluntary sector support provider to people affected by crime in Scotland.
- It has 170 staff and 900 volunteers delivering services to over 180,000 people per year. This support comes through 31 local community based offices, 42 court based offices and the national offices.
- VSS has had charitable status since August 1985 and was established as an independent company limited by guarantee in 1989.

What did our client need?

- Assistance with the organisation of service delivery within the community and court based services under VSS control and options for organisational structure.
- Robust job evaluation and pay grading for the new structure, including the development of a competency framework.
- Advice on how to effectively resource the management and support of service delivery.
- An approach which considered the breadth of VSS responsibilities and made allowances for future as well as current requirements.



How did we help?

- Use of a Job Family approach to develop new organisational and pay structures which would meet current and future needs, based on an objective criteria.
- Designing four Job Families, in collaboration with members of VSS staff, which described the key areas of work in the organisation.
- Trained selected VSS staff with the knowledge and ability to deliver and implement the new job evaluation structure and methodology.
- Introduction of a competency framework which helped to enhance the role profiles within the new Job Families, as a way to focus staff towards organisational goals.

What benefits did our client gain?

- A Job Family approach which provided all the longer term organisational benefits of Job Families while reducing the costs of job evaluation and devising a new pay structure.
- A series of new roles that reflected the future needs of the service.
- The scope to integrate VSS competencies to these role definitions in the future.
- A management and organisation structure that integrates the future delivery of services in the management team and at a local level.

For more information contact:

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