

# Job Description: CRC Director



|  |                            |
|--|----------------------------|
| Function:                                      | Justice Services           |
| Position:                                      | <b>CRC Director</b>        |
| Job holder:                                    | -                          |
| Date (in job since):                           | -                          |
| Immediate manager<br>(N+1 Job title and name): | SJS Director of Operations |
| Additional reporting line to:                  | -                          |
| Position location:                             | TBC                        |

## 1. Purpose of the Job – State concisely the aim of the job.

To reduce reoffending through imaginative and innovative leadership and close working arrangements with partners, providers and local and national stakeholders. To provide strategic and operational leadership for the CRC, communicating the vision for the organisation through high levels of staff engagement and external promotion with the national and local criminal justice system. Responsibility for the delivery of a safe and effective service to service users and the local community, protecting the public from harm as an integral part of the drive to reduce reoffending. To deliver the business and contractual requirements of the CRC, having responsibility for the financial performance and quality of services.

## 2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department.

|                  |      |                    |     |                 |     |                             |     |                  |     |
|------------------|------|--------------------|-----|-----------------|-----|-----------------------------|-----|------------------|-----|
| Revenue<br>FY13: | €tbc | EBIT growth:       | tbc | Growth<br>type: | n/a | Outsourcing<br>rate:        | n/a | Region Workforce | tbc |
|                  |      | EBIT margin:       | tbc |                 |     | Outsourcing<br>growth rate: | n/a | HR in Region     | tbc |
|                  |      | Net income growth: | tbc |                 |     |                             |     |                  |     |
|                  |      | Cash conversion:   | tbc |                 |     |                             |     |                  |     |

Characteristics ■ Add point

## 3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.

SJS Director of Operations

CRC Director

**4. Context and main issues** – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- Achievement of reduction in reoffending rates, and realisation of Payment by Results payments
- Service delivery and performance targets met or exceeded, with no or minimal financial penalty incurred
- Quarterly and monthly reports reflect progress against milestones and targets, enabling effective forecasting
- Supply chain partners meet or exceed all performance targets and become an integral part of the CRC's delivery and culture
- High scores in audit and inspection
- Positive feedback from offenders, staff and stakeholders. Any areas for improvement identified through engagement processes are reflected in improvement planning processes
- PDR's completed on time and to good quality, staff training and development needs identified and met via the delivery of the annual training and development plan
- Sickness absence and retention targets met, succession plans in place
- Company growth measured by new business and new partnerships
- Work in accordance with all Sodexo and relevant NOMS policies and procedures

**5. Main assignments** – Indicate the main activities / duties to be conducted in the job.

- Deliver the agreed performance and contractual targets on time and within budget
- Ensure the identification, management and review of organisational risk (operational, financial, reputational and people) and the development and management of the risk management framework and process.
- Ensure financial probity and value for money
- Ensure all services are delivered within budget, with all identified efficiencies achieved
- Develop and review CRC strategy, including the completion and delivery of the annual business plan and equality plan, setting targets for improvement in performance and efficiency in line with the requirements of the business
- Champion new methods of providing services that challenge traditional organisational roles and maintain a dynamic model of service provision to meet the needs of a changing and emerging
- Develop and sustain a culture that attracts, engages, motivates and retains high quality staff and foster a work environment where hard work, innovation and creativity are encouraged and valued. Ensure effective workforce and succession planning.
- Develop and maintain a positive relationship with the Authority
- Ensure policies and procedures deliver continuous improvement within the contractual and financial framework, and contribute to, support and develop those of SJS as a whole
- Ensure effective management of and engagement with audit and inspection processes
- Lead on opportunities for strategic collaboration with other key stakeholders and partners at national, regional and local level, promoting the profile and best interests of the CRC and SJS as a whole
- Take the lead role in promotional activity with stakeholders, partners, government and media.
- Identify and maximise opportunities for the growth of the organisation, to ensure a vibrant and viable company for the future
- Provide direct line management of members of the Senior Management Team, and via matrix management include and the Head of Finance and HR Business Partner

**6. Accountabilities** – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- Positive feedback from offenders, staff and stakeholders. Any areas for improvement identified through engagement processes are reflected in improvement planning processes
- Achievement of reduction in reoffending rates, and realisation of Payment by Results payments
- Ensure policies and procedures deliver continuous improvement within the contractual and financial framework, and contribute to, support and develop those of SJS as a whole
- Ensure effective management of and engagement with audit and inspection processes
- Lead on opportunities for strategic collaboration with other key stakeholders and partners at national, regional and local level, promoting the profile and best interests of the CRC and SJS as a whole
- Take the lead role in promotional activity with stakeholders, partners, government and media

**7. Person Specification** – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

- Significant management experience at senior level, including strategic planning, financial management and human resources management
- Experience of integrating and co-ordinating across diverse areas of management
- Financial management experience, including responsibility for large budgets, and proven ability to achieve efficiencies
- Proven leadership skills, including the development, communication and delivery of vision
- Strategic thinking, understanding policy and legal context, to make meaningful decisions in complex situations
- Proven ability to develop mature, productive relationships with internal and external service providers, key stakeholders and partners
- Effective communicator, including the proven ability to negotiate and influence at a strategic level
- Significant skills in public relations, including media management and delivery of high quality presentations

**Desirable**

- Comprehensive experience within Criminal Justice Sector
- Relevant management qualification

**8. Competencies** – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

|   |                                  |  |
|---|----------------------------------|--|
| ▪ Growth, Client & Customer Satisfaction / Quality of Services provided | ▪ Leadership & People Management |  |
| ▪ Rigorous management of results  | ▪ Innovation and Change          |  |
| ▪ Employee Engagement   |                                  |  |
| ▪ Learning & Development  |                                  |  |