

Job Description: Manager (Through the Gate Band 5)



Function:	Through the gate
Position:	Through the Gate Manager
Job holder:	SJS
Date (in job since):	
Immediate manager (N+1 Job title and name):	Deputy Director with lead responsibility Through the gate
Additional reporting line to:	
Position location:	TBC

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

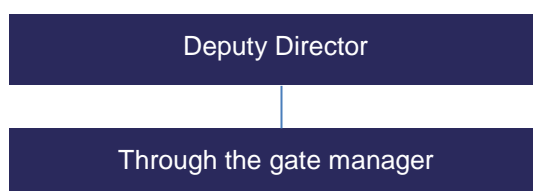
To contribute to reducing reoffending, changing lives for the better and improving the quality of life for those under CRC supervision through effective delivery of probation services.

Maintain and improve service delivery by effective organisation, leadership and staff development; to implement, achieve, monitor and review progress against the CRC business plan and contract delivery

In particular this role will focus on supporting the CRC to deliver through the gate provision to the desired quality standards. This will be achieved through data analysis to deliver efficiency and performance targets, achieving continuous improvement.

To manage the activity of a dispersed and mobile staff team to ensure quality services are delivered and performance and contractual targets met within a resource allocation framework. To work in partnership with other agencies and local stakeholders to ensure coordinated service delivery.

2. 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.



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.

- Maintaining relationships with stakeholders Completing Quality inspections on a weekly basis and providing feedback to individuals & teams timely.
- Work with and maintain relationships with through the gate teams and stakeholders to provide a integrated service.
- Comply with policy and feed into contract meetings
- Deliver a quality outcome service in line with policy and practice guidelines
- Assist the deputy director to deliver on Strategic Plans
- Develop external relationships with all stakeholders
- Support internal and external staff to develop and maintain quality / performance
- Support the organisation in the completion of internal audits.

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

Manage People

1. Ensure staff effectiveness through appropriate and timely provision of induction, supervision and appraisal and completion of associated reports and records.
2. Manage staff performance and carry out procedures in line with policy, e.g. absence management, discipline, capability, grievance and complaints.
3. Deliver training and/or coaching as appropriate.
4. Ensure the safeguarding of children and vulnerable adults in all contacts with service users.
5. Provide support, staff development, and practice improvement, including practice observation and feedback as appropriate.
6. Allocate work and delegate activities where appropriate.
7. Assist and direct staff in planning and prioritising activities in order to meet policy and practice requirements.
8. Participate in recruitment and assessment centre processes.
9. Provide direction and leadership to staffing group.
10. Participate in the development of new staff roles as required by changing service needs.

Manage Resources

1. Contribute to budget setting, produce costing proposals and analysis and manage delegated budgets in accordance with financial regulations and delegated authorities.
2. Plan, prioritise, allocate and optimise resources to achieve best value and effective service delivery.
3. Monitor and ensure compliance with finance and audit policies and procedures
4. Authorise expenses.

Manage Activities

1. Contribute to policy and practice guidance development, implement and monitor as appropriate.
2. Plan service delivery to meet requirements.
3. Ensure compliance with quality standards and CRC policies, and government directives and requirements.

4. Promote teamworking to achieve effective working and contribute to achievement of overall business plan objectives.
5. Manage risk in the context of functional activity, liaising with the National Probation Service.
6. Contribute to the management of organisational risk issues.

Manage Information

1. Liaise and attend meetings with external agencies, and national, local and regional colleagues, to achieve appropriate information exchange and effective risk management.
2. Communicate service delivery and policy information/issues to staff and senior managers and feedback appropriately.
3. Review, monitor, analyse and utilise information and data effectively to improve performance. Produce internal/external reports and returns as required.
4. Manage and utilise information in accordance with CRC information technology, data and security policies.
5. Make appropriate use of available IT and information systems and hardware/equipment.

Manage Quality

1. Undertake quality assurance activities as required.
2. Monitor and analyse work quality and output and seek improvement where necessary/required.
3. Contribute to the evaluation of organisational performance.

Health and Safety

1. Maintain a safe workplace.
2. Manage incidents at work under CRC's business continuity arrangements.
3. Conduct accident and incident investigations, make recommendations for improvements, monitor and ensure implementation of agreed action points.
4. Undertake appropriate risk assessments, (e.g. home visits, lone working, VDU assessments), review against specific work and/or individual requirements and monitor, adjust and implement appropriately.
5. Conduct team health & safety work environment and practice audits, make recommendations, monitor and ensure implementation of agreed action points.

Diversity

1. Promote equality and diversity and ensure all activities are conducted in an anti discriminatory way in accordance with our equalities and diversity policy.

2 SPECIALIST RESPONSIBILITIES

2.1 All Managers

- 2.1.1 Ensure effective and professional management of all service users under their responsibility, combining rehabilitative approaches and controls to help service users change their attitudes and behaviours and deliver the punishments of the courts,
- 2.1.2 Ensure case allocation system is quick and effective, liaising with NPS as necessary,
- 2.1.3 Identify and sanction appropriate interventions, achieve necessary offender referral rates,
- 2.1.4 Conduct Quality Assurance activities, case inspections, etc,

- 2.1.5 Ensure staff are taking all opportunities to promote and safeguard the welfare of children and vulnerable adults,
- 2.1.6 Manage performance of staff in relation to CRC targets and Contract requirements/deliverables including coaching and training of staff in practice and operational requirements,
- 2.1.7 Attend and participate in Performance Management Meetings ,
- 2.1.8 Represent CRC at meetings with stakeholders, partners and suppliers, building/maintaining effective and productive relationships,
- 2.1.9 Investigate Accident and Incident Reports and contribute to recommendations for follow up actions within agreed timescales
- 2.1.10 Attend and contribute to CRC Health and Safety Committee meetings
- 2.1.11 Model, reinforce and reward pro social attitudes, behaviour and feelings – model and promote our organisation values.

2.2 Case management

- 2.2.1 Manager ensuring effective and professional Offender engagement,
- 2.2.2 Approve risk escalation activity including the NPS interface
- 2.2.3 Ensure the interface with the NPS is effective in relation to enforcement of court orders and recall to prison
- 2.2.4 Issue final warnings to service users on licence in appropriate cases

2.3 Interventions

- 2.3.1 Manage the Interventions team (Treatment Managers, Programme Tutors, CP staff, Wrap Round Services staff (Community integration) ensure effective and professional offender engagement,
- 2.3.2 Plan, schedule, manage delivery of local/county-wide programme portfolio and contribute to the regional development of programmes,
- 2.3.3 Manage and deliver programme specific assessment Centre activities plus performance management/quality assurance of Treatment Managers and Programme Tutors,
- 2.3.4 Monitor offender attendance and attrition rates,
- 2.3.5 Placement development and monitoring against required outcomes
- 2.3.6 Monitor and contribute to the evaluation of Unpaid Work. (e.g. Throughput/Completions/Compliance/Attendance rates),
- 2.3.7 Implement Health and Safety procedures relevant to the safe operation of Unpaid Work with the safety of staff being paramount
- 2.3.8 Attend CSP meetings and manage the development of Community Safety initiatives for Unpaid Work at a local level.
- 2.3.9 Authorise and manage CP budget expenditure (payment of supervisor work hours, tool budget, transport budget),

2.4 Through the gate and community integration

- 2.4.1 Manage the full Delivery of through the gate delivery and community integration services
- 2.4.2 All through the gate services and pathway support will be quality assured as per agreed regime
- 2.4.3 Liaise and work with all stakeholders
- 2.4.4 Report into the SLT and provide data and quality/ performance assurance and updates
- 2.4.5 Ensure effective liaisons are in place with the Managers, Staff and Local Stakeholder.
- 2.4.6 To work as part of a team to develop future delivery across the CRC, ensuring that it meets the quality

framework.

2.4.7 Monitoring of performance, develop and implement, if required, improvement plans to deliver in line with objectives.

2.4.8 Seek and develop new partnerships that are in line Annual service and strategic plans.

2.4.9 Monitor Scheduling

2.5 General Responsibilities:

2.5.1 to undertake training as required

2.5.2 to engage in regular supervision and appraisal/performance development review with line manager

2.5.3 to adhere to CRC policies and procedures

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.

- Contribute to the achievement of performance and quality measures
- Improve the effectiveness of service delivery through quality assurance activity and constructive team and individual feedback, direction and guidance
- Monitor and contribute to the successful completion of action plans.
- Identify contractual and quality risks
- Successful increase of performance and staff satisfaction

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

Service Spirit

Committing to improve the service delivery, efficiency and overall performance of through the gate services

Own the performance of through the gate provision by setting and achieving ambitious goals, being solution focused to implementing change as agreed with Deputy Director.

Team Spirit

Value diversity and equality in all decision and implementation decisions

Excellent communicator

Knowledge and implementation of service delivery

Encourages others to progress and develop

Displays resilience and does not take set back personally

Acknowledges others contributions

Spirit of Progress

Anticipates and adapts to new circumstances, constantly looking to create value and growth

Openly encourages new thinking and perspectives

Challenges their own thinking

Admits to and learns from mistakes

Excellent IT, communication and presentation skills

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

<input type="checkbox"/> Growth, Client & Customer Satisfaction / Quality of Services provided	<input type="checkbox"/> Leadership & People Management	
<input type="checkbox"/> Rigorous management of results	<input type="checkbox"/> Innovation and Change	
	Brand Notoriety	