

# Job Description: Community Payback Manager (Band 5)



Function:	Manager -Community Payback
Position:	<b>Manager Community Payback</b>
Job holder:	SJS
Date (in job since):	
Immediate manager (N+1 Job title and name):	Deputy director
Additional reporting line to:	
Position location:	BeNCH – Bedfordshire, Northamptonshire, Cambridgeshire, Hertfordshire

## 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.

In particular this role will focus on supporting BeNCH CRC to deliver Community Payback to the desired quality standards. This will be achieved through data analysis to deliver efficiency and performance targets, monitoring of Health and Safety 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.

Deputy Director lead Community payback

Manager - Community Payback

**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.

- Manage a mobile staffing group in line with policy and procedures
- Manage community paybacks efficiency and effectiveness in line with policy and performance targets
- Completing Quality / health and Safety inspections and providing feedback to individuals
- Work with Community payback teams to implement unpaid work manual.
- Oversee HMPPS cases and progress
- Deliver on Strategic Plans in conjunction with the senior leadership team
- Develop external relationships with all stakeholders
- Support staff through the provision of advice and guidance to develop and maintain performance
- Support the organisation in the completion of internal audits.
- Oversee risk of individuals and placements

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

- **Manage People**
  - Ensure staff effectiveness through appropriate and timely provision of induction, supervision and appraisal and completion of associated reports and records.
  - Manage staff performance and carry out procedures in line with policy, e.g. absence management, discipline, capability, grievance and complaints.
  - Deliver training and/or coaching as appropriate.
  - Ensure the safeguarding of children and vulnerable adults in all contacts with service users .
  - Provide support, staff development, and practice improvement, including practice observation and feedback as appropriate.
  - Allocate work and delegate activities where appropriate.
  - Assist and direct staff in planning and prioritising activities in order to meet policy and practice requirements.
  - Participate in recruitment and assessment centre processes.
  - Provide direction and leadership to staffing group.
  - Participate in the development of new staff roles as required by changing service needs.
- **Manage Resources**
  - Contribute to budget setting, produce costing proposals and analysis and manage delegated budgets in accordance with financial regulations and BeNCH CRC delegated authorities.
  - Plan, prioritise, allocate and optimise resources to achieve best value and effective service delivery.
  - Monitor and ensure compliance with finance and audit policies and procedures
  - Authorise expenses.
- **Manage Activities**
  - Contribute to policy and practice guidance development, implement and monitor as appropriate.
  - Plan service delivery to meet requirements.

- Ensure compliance with local and national standards and BeNCHCRC policies, and government directives and requirements.
- Promote team working to achieve effective working and contribute to achievement of overall business plan objectives.
- Manage risk in the context of functional activity, liaising with the National Probation Service.
- Contribute to the management of organisational risk issues.
- **Manage Information**
  - Liaise and attend meetings with external agencies, and national, local and regional colleagues, to achieve appropriate information exchange and effective risk management.
  - Communicate service delivery and policy information/issues to staff and senior managers and feedback appropriately.
  - Review, monitor, analyse and utilise information and data effectively to improve performance. Produce internal/external reports and returns as required.
  - Manage and utilise information in accordance with BeNCH CRC information technology, data and security policies.
  - Make appropriate use of available IT and information systems and hardware/equipment.
- **Manage Quality**
  - Undertake quality assurance activities as required.
  - Monitor and analyse work quality and output and seek improvement where necessary/required.
  - Contribute to the evaluation of organisational performance.
- **Health and Safety**
  - Maintain a safe workplace.
  - Manage incidents at work under BeNCH CRC's business continuity arrangements.
  - Conduct accident and incident investigations, make recommendations for improvements, monitor and ensure implementation of agreed action points.
  - 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.
  - Conduct team health & safety work environment and practice audits, make recommendations, monitor and ensure implementation of agreed action points.
- **Diversity**
  - Promote equality and diversity and ensure all activities are conducted in an anti discriminatory way in accordance with our equalities and diversity policy.
- **SPECIALIST RESPONSIBILITIES**
  - **All Service Delivery Managers**
    - 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,
    - Ensure case allocation system is quick and effective, liaising with NPS as necessary,
    - Identify and sanction appropriate interventions, achieve necessary offender referral rates,
    - Conduct Quality Assurance activities, case inspections, etc,
    - Ensure staff are taking all opportunities to promote and safeguard the welfare of children and vulnerable adults,

- Manage performance of staff in relation to BeNCH CRC targets and Contract requirements/deliverables including coaching and training of staff in practice and operational requirements,
- Attend and participate in Performance Management Meetings
- Represent BeNCH CRC at meetings with stakeholders, partners and suppliers, building/maintaining effective and productive relationships,
- Investigate Accident and Incident Reports and contribute to recommendations for follow up actions within agreed timescales
- Attend and contribute to BeNCH CRC Health and Safety Committee meetings
- Model, reinforce and reward pro social attitudes, behaviour and feelings – model and promote our organisation values.
- **Offender Management**
- Manager Offender Managers, ensuring effective and professional Offender engagement,
- Approve risk escalation activity including the NPS interface
- Ensure the interface with the NPS is effective in relation to enforcement of court orders and recall to prison
- Issue final warnings to service users on licence in appropriate cases
- **Interventions**
- **Community payback MAIN RESPONSIBILITIES**
- Lead on the delivery of Community Payback performance in accordance with contractual requirements and National Unpaid Work performance standards.
- Ensure the delivery of the objectives of the annual business and equality plans.
- Ensure that all team resources are deployed effectively in accordance with the resource allocation framework.
- Represent the CRC positively to a variety of audiences, including encouraging and responding to public feedback at public meetings, through the press and the CRC website.
- Establish and maintain effective links with voluntary, statutory and private sector organisation to assist in the delivery of CRC targets.
- Continuously review internal and external operating environments, including identifying and developing suitable partnerships to support Community Payback delivery.
- Lead the team in maintaining a service user focus and positive response to all stakeholders.
- Provide line management for Community Payback Managers, monitor and manage staff workload and performance.
- Ensure that placements are suitable and agreed before work commences, including Site Risk Assessments and Health and Safety compliance.
- Undertake regular audits to evaluate work practices and support continuous improvement.
- Deal with escalated complaints in accordance with the CRC Complaints Procedure.
- Provide regular reports and statistical analysis to quantify performance of Community Payback delivery.
- Recruit, appoint, develop and deploy staff as appropriate
- Actively engage with the central hub, local supply chain and the NPS as required to ensure a smooth interface and the coordinated delivery of services. Build and maintain a collaborative approach with other CRC teams and other agencies as required.
- Attend management meetings
- Represent the CRC to promote Community Payback work
- Undertake weekend cover as part of a management duty rota
- Monitor and contribute to the evaluation of Unpaid Work. (e.g. Throughput/Completions/Compliance/Attendance rates),
- Implement Health and Safety procedures relevant to the safe operation of Unpaid Work with the safety of staff being paramount
- Attend CSP meetings and manage the development of Community Safety initiatives for Unpaid Work
- Authorise and manage CP budget expenditure (payment of supervisor work hours, tool budget, transport budget),
- ETE - Liaison and negotiation with Skills Funding Agency and providers and Employment Partnerships, provision of specialist advisory and consultation services,
- Monitor and contribute to the evaluation of Unpaid Work. (e.g. Throughput/Completions/Compliance/Attendance rates),

- Implement Health and Safety procedures relevant to the safe operation of Unpaid Work with the safety of staff being paramount
- Attend CSP meetings and manage the development of Community Safety initiatives for Unpaid Work at a local level.
- Authorise and manage CP budget expenditure (payment of supervisor work hours, tool budget, transport budget),
- ETE - Liaison and negotiation with providers and Employment Partnerships, provision of specialist advisory and consultation services,

## **COMPETENCES**

### **Managing self and personal skills**

Manage your own resources and professional development

### **Providing Direction**

Develop and implement operational plans for your area of responsibility

Provide leadership in your area of responsibility

Ensure compliance with legal, regulatory, ethical and social requirements

Manage risk

Promote equality of opportunity and diversity in your area of responsibility

### **Facilitating change**

Encourage innovation in your area of responsibility

Plan, lead and implement change

### **Working with people**

Develop productive working relationships with colleagues and stakeholders

Recruit, select and keep colleagues

Allocate and monitor the progress and quality of work in your area of responsibility

Provide learning opportunities for colleagues

Help team members address problems affecting their performance

Build and manage teams

Reduce and manage conflict in your team

Lead meetings

Support individuals to develop and maintain their performance

Initiate and follow formal processes (grievance/disciplinary/capability/IlI Health Capability procedures

Build and sustain collaborative relationships with other organisations

### **Using resources**

Manage finance for your area of responsibility

Identify, assess and control health and safety risks

Ensure health and safety requirements are met in your area of responsibility

Take effective decisions

Communicate information and knowledge

### **Achieving Results**

Manage a project

Manage business processes

Work with others to improve quality of service

Manage the achievement of customer satisfaction

Manage quality systems, prepare and carry out quality audits

Manage the delivery of customer service in your area of responsibility

**GENERAL RESPONSIBILITIES:**

- You may be required to work in an alternative management role in accordance with business needs, if required.
- You will be required to participate in staff rotation.
- Attend any training as and when required.
- Keep up-to-date with relevant developments

The post holder will at all times:

- Undertake such other duties which may appropriately be delegated by the organisation.
- Attend courses, working parties etc, where necessary, to facilitate personal development and greater effectiveness within the post.
- Carry out his/her duties with regard to the organisation's policy on Equality and Diversity.
- Use IT equipment and software as required.
- Ensure that the Health & Safety standards required by the organisation are met in the workplace.

**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.

- Effective management of resources
- Services delivered in accordance with the resource allocation framework
- Management information provided accurately and within specified deadlines.
- Positive feedback from staff, service users, partners and stakeholders
- All records maintained accurately and completed within specified legal requirements where appropriate and in accordance to any Probation Instructions where applicable and in line with audit and inspection requirements
- To work in accordance with all BeNCH CRC policies and procedures.

**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 Community Payback

Own the performance of Community payback by setting and achieving ambitious goals, being solution focused to implementing change as agreed with MSD.

Team Spirit

Value diversity and equality in all decision and implementation decisions

Excellent communicator

Knowledge and implementation of Health and Safety of service delivery

Encourages others to progress and develop  
 Displays resilience and does not take set back personally  
 Acknowledges others contributions

Sprit 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

■ Growth, Client & Customer Satisfaction / Quality of Services provided	■ Leadership & People Management	
■ Rigorous management of results	■ Innovation and Change	
	Brand Notoriety	