

JOB DESCRIPTION

Job Ref.:

Job Title:	Deputy Directors		
Grade:	Pay Band A	Review Date:	After 6 months in post
Location:	TBA with appointee	Hours:	37 per week

Travel across Norfolk and Suffolk CRC area will be required.

Responsible to:	Head of Operations	Department:	Head Office
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ORGANISATION STRUCTURE



Job Purpose

To deliver operational performance in the localities and interventions and lead in the development and maintenance of key strategic partnerships. To provide line management of staff and ensure organisational integrity in the behaviour of staff, including supply chain delivery and financial probity. To lead the integration of Through the Gate services, Post Release and Community Order management.

Accountabilities

- To ensure the delivery of the objectives of the annual service and equality plans at a local level
- To lead on the delivery of operational performance and contractual requirements
- To ensure a comprehensive range of services across in house and supply chain to deliver the sentence of the court within a resource allocation framework
- To ensure delivery of effective risk management
- To recruit, appoint, develop and deploy staff as appropriate, including direct line management of operational managers
- To lead on local systems for engaging with the central hub and NPS
- To develop and maintain strategic and operational partnerships
- To build strong and effective relationships with stakeholders
- To work collaboratively with the other Deputy Directors
- To deputise for the Director as required

- To work in close liaison with the Hub Lead Managers to support workload, resource and demand management planning
 - To ensure Public Protection and Safeguarding is managed and to represent CRC at external partnership meetings
 - To seek and develop opportunities for leading locality based partnerships to reduce reoffending
 - To develop and maintain positive relationships with NPS senior managers as required
 - To lead change and ensure smooth implementation of changes in practice, procedures and systems
 - To ensure safe and decent services are delivered at all times
 - To represent and promote the work of NSCRC
 - To be part of the NSCRC On-call Rota as and when required.
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Key Performance Indicators (KPIs)

- Achievement of reduction in reoffending rates across NSCRC.
 - Performance and contractual targets for the locality are met or exceeded
 - Services delivered in accordance with the resource allocation framework
 - Minimum of satisfactory assessment in audit and inspection
 - Positive feedback from staff, offenders, partners and stakeholders
 - Evidence of innovation and market leadership
 - PPDRs completed on time and to a good quality
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Areas of Accountability

Annual Service Plan

- Contribute to the strategic planning and setting of the business objectives and risk register
- Implement the Annual Service Plan and ensure staff understanding and contribution
- Contribute to and improve performance

Supervision of Staff and other project staff

- Ensure staff effectiveness through appropriate delegation, good supervision, development and promotion of team work
- Lead and support the positive management of change at all times
- Carry out procedures in line with NSCRC Policy regarding sickness absence, discipline, capability, dispute, grievance and complaints and with support from Sodexo's Peoplecentre staff
- To manage the operational delivery

Audit, investigations and complaints

- To conduct investigations
- To Chair hearings as required
- To be involved in audit and inspection activity as required
- To support NPS and local authority colleagues in SFO and domestic homicide investigations, delivering and implementing recommendations and sharing good practice and changes to operations as a result of recommendations

Training

- To support external training providers Laurus, by planning and contributing to staff training specifications on an annual basis and carrying out staff learning needs analysis work with staff and business development leads.

Communication

- Ensure a high standard of communication, both internal and external.
- Arrange and lead management and other staff meetings as required.
- Ensure positive liaison with external agencies as required.

Health and Safety

- Ensure good health and safety practice and, in particular, compliance with legal and other requirements of the NSCRC health and safety policy and Information Security policies.
- Ensure appropriate risk assessments are undertaken as required.

Monitoring and Inspection

- Ensure compliance with local policy and nationally set NOMS Probation Instructions / Circulars.
- Undertake and contribute to inspections, assessments, audits, benchmarking exercises and evaluations as necessary.

Representation and Accountability

- To act as the Head of Operation's delegated representative on Committees, Boards and partnerships as required

Equalities and Diversity

- Ensure equal outcomes for offenders, staff and communities in all aspects of service delivery, employment practice, and partnership working and community links.
- Recognise and appreciate difference and work across boundaries to develop and support team and broader service common goals and objectives

The duties and responsibilities highlighted in this job description are indicative and may vary over time. Post-holders are expected to undertake their duties and responsibilities commensurate with the nature, level and scope of this post and the grade has been established on this basis.

Job Evaluation

This job description has been compiled to allow the job to be evaluated using the Probation Service scheme. Any significant changes in this job description will be discussed with the post-holder in the first instance and may result in the post being re-evaluated under the scheme.

Diversity

The post-holder is required to carry out the duties outlined in this job description in accordance with the CRC's Diversity Policies. The Norfolk & Suffolk Community Rehabilitation Company is committed to equality of opportunity and the promotion of diversity in the delivery of its services and employment practices. It is the responsibility of every Employee to treat every individual we come into contact with through our work with dignity and respect and to work towards eliminating any unlawful or other improper discrimination.

Health & Safety

The post-holder is required to carry out the duties outlined in this job description in accordance with National and Company Health & Safety Policies and Legislation. It is the duty of every employee whilst at work to take reasonable care for the Health and Safety of themselves and other persons who may be affected by their acts or omissions. Any concerns should be raised immediately through line-management structures and the Job-holder is expected to contribute to any risk assessment.

Confidentiality & Professionalism

It is the duty of every employee to maintain confidentiality and professionalism with all aspects of their work; acting in accordance with the values and objectives of the Company.