

Job Description: Community Payback Senior Officer (Band 4)



Function:	Community Payback
Position:	Community Payback Senior Officer
Job holder:	SJS
Date (in job since):	
Immediate manager (N+1 Job title and name):	Community Payback Manager– Community Payback
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 supervise 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.

Community Payback Manager

Community Payback Senior Officer

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.

- Completing Quality / health and Safety inspections on a weekly basis and providing feedback to individuals & managers timely.
- Work with Community payback teams to implement unpaid work manual.
- Oversee HMPPS cases and progress
- Assist the manager to deliver on Strategic Plans
- Develop external relationships with beneficiaries
- Support/ supervise staff at Band 3 through the provision of advice and guidance to develop and maintain performance
- Support the organisation in the completion of internal audits.

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

- Supervise, and appraise the work, performance and conduct of staff in accordance with the expectations and requirements of the CRC.
- Ensure all working practices comply with Health & Safety regulations and the CRC policies and procedures with regard to the suitability of placements and service users.
- Ensure all service users are managed according to their risk, individual health and the requirements of Community Payback and Quality Standards.
- Ensure that all work undertaken by the CP unit has a thorough and up to date Health and Safety assessment to comply with regulations and procedures.
- Maintain and implement H&S guidelines for the CP unit
- Organise and assign resources, including allocating tasks to staff in accordance with their job description and the needs of the organisation .
- Manage or oversee the delivery of all work Sessions and quality assurance processes to meet CP standards.
- Undertake regular evaluations of both placement provider/service user satisfaction
- Regularly assess the performance of relevant staff against the CP manual. Ensure effective QA assessments and provide feedback from performance monitoring.
- Ensure that placements are suitable for the provision of ETE delivery, and develop placements in conjunction with educational providers, and to ensure referrals to such placements are properly managed.
- Advise and assist manager in relation to training of new staff.
- Taking groups out to deliver community payback
- Work unsocial hours as and when required
- Duty on call as per rota to problem solve issues with supervisors
- Attend and participate in local, regional and national meetings as required.
- Assist the Manager to develop and maintain an up to date copy of documentation.
- Participate in the planning and delivery of presentations and training events. Contribute to the visibility and engagement strategy.
- Facilitate and manage team meeting.
- Ensure effective liaisons are in place with the Managers, Staff and Local Stakeholder.
- To work as part of a team to develop future delivery of CP across the CRC, ensuring that it meets the quality framework.
- Monitoring of performance, develop and implement, if required, improvement plans to deliver in line with objectives.
- Seek and develop new partnerships that are in line with Annual service and strategic plans.

- Monitor CP Scheduling to avoid all stand downs of service users and ensure full coverage of the CP requirements
- Monitor solo protect usage
- Maintain training Log
- Maintain tools , health and safety and maintenance log
- Manage and organise van maintenance
- Attend all mandatory training as identified by the line manager. Engage fully in appraisal and performance monitoring processes and take personal responsibility for identifying continuous professional development opportunities.
- Work at all times in accordance with BeNCH CRC Code of Conduct and challenge or report behaviours observed that do not conform to the professional standards expected of BeNCH CRC employees.
- Work from at different locations, as required, and in line with Policy.
- Undertake any other reasonable duty of the role as directed by management

General Responsibilities:

- to undertake training as required
- to engage in regular supervision and appraisal/performance development review with line manager
- 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 service level 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 and Risk assess placements to deliver Community Payback
- Successful increase of individual placements/ group hours and elimination of stand downs

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 Manager and senior leadership team .

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

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

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