

## JOB DESCRIPTION

**JOB TITLE:** Programmes Manager

**RESPONSIBLE TO:** Head of LDU

**PURPOSE OF JOB:** To lead and manage the activity of a dispersed and mobile staff team to ensure quality Offending Behaviour Groupwork Programmes are delivered, and performance and contractual targets are met within a resource allocation framework. To work in partnership with other agencies and local stakeholders to ensure the co-ordinated delivery of services and the achievements of good outcomes for service users.

**BAND:** Band 5

**DATE REVIEWED**

**REVIEWED BY:**

### GENERAL VALUES

The following values are a general background to the specific duties and responsibilities:

- Working to reduce crime and the fear of crime
- Delivering a high quality service
- Working to combat discrimination and disadvantage; promoting equality
- Respecting the confidentiality of information
- Ensuring public accountability

### MAIN RESPONSIBILITIES

- Understand and comply with relevant legislative requirements and statutory duties to safeguard children and to safeguard adults at risk of abuse, neglect or radicalisation
- Ensure that all staff under your supervision understand and comply with relevant legislative requirements and statutory duties to safeguard children and to safeguard adults at risk of abuse, neglect or radicalisation
- Lead on the delivery of Programmes performance in accordance with contractual requirements and programme delivery standards and audit criteria for both accredited programmes and RAR group work activities.
- 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.
- Continuously review internal and external operating environments, including identifying and developing suitable partnerships to support Programmes delivery.
- Lead the team in maintaining a service user focus and positive response to all stakeholders.
- Provide line management for Treatment Managers, monitor and manage staff workload and performance.

- Maintain oversight of the local delivery of programmes, ensuring all practical, health and safety and scheduling arrangements are in place.
- Undertake regular audits to evaluate work practices and support continuous improvement.
- Provide regular reports and statistical analysis to quantify performance of Programmes 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.

#### **GENERAL RESPONSIBILITIES:**

- You may be required to work in an alternative management role in accordance with need.
- You will be required to participate in staff rotation.
- Attend any relevant training as and when required.

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.

#### **Key Performance Indicators (KPIs)**

- 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.
- To keep up to date with new policies

## Person Specification –Programmes Manager

		<b>Essential</b>	<b>Desirable</b>	<b>Tested by:</b>
1.	Significant leadership and management experience	<b>X</b>		Application form/interview
2.	Understanding of the key principles of Programmes	<b>X</b>		
3.	Demonstrate commitment to continuous improvement	<b>X</b>		Application form/interview
4.	Able to plan and organise effectively	<b>X</b>		
5.	Results orientated	<b>X</b>		
6.	Understanding of public protection And risk management	<b>X</b>		
7.	Financial management experience, including resource management and proven ability to achieve efficiencies		<b>X</b>	
8.	Proven ability to develop mature, productive relationships with internal and external service providers, key stakeholders and partners	<b>X</b>		
9.	Ability to build strong working relationships with others	<b>X</b>		
10.	Strategic thinking, understanding policy and legal context, to make meaningful decisions in complex situations	<b>X</b>		
11.	Highly motivated and resilient	<b>X</b>		
12.	Seeks to attain continuous improvement	<b>X</b>		
13.	Management qualification or VQ5 or the ability to demonstrate previous experience for the role	<b>X</b>		
14.	Previous Management experience in a similar role		<b>X</b>	
15.	Previous experience of Criminal justice sector		<b>X</b>	