

Job Description: Through the Gate Manager

Function:	Government Services Justice
Job:	Operational Manager
Position:	Through the Gate Manager
Job holder:	TBC
Date (in job since):	TBC
Immediate manager (N+1 Job title and name):	Head of OMU
Additional reporting line to:	N/A
Position location:	HMP Bronzefield

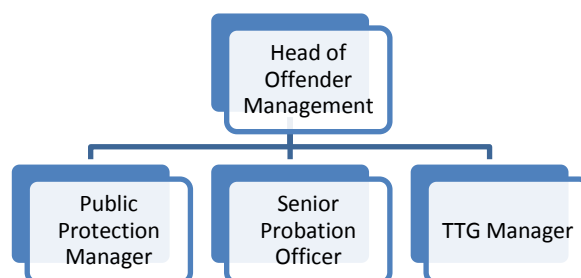
1. Purpose of the Job – State concisely the aim of the job.

- To support the Head of OMU in delivering the vision of HMP Bronzefield to ensure that the Through the Gate pathways and Houseblock 5 operate efficiently in accordance with the values and vision of the prison.
- Ensuring the functional day to day running of a House block as a semi-open facility. This will include liaison and engagement with: NPS, Resettlement services, CRC's and Through the Gate delivery, Public Protection, and ROTL's.
- Ensuring community links are cultivated, established and maintained to support women to achieve ROTL's within the local community and beyond.
- Ensuring compliance with all relevant PSIs, PSOs and national standards.
- Ensuring the skills and training needs of the team are monitored, measured and addresses.
- Lead a diverse team of staff including Prison Custody Officers, ROTL community links worker and administrative staff overseeing the functional delivery of resettlement services.

2. Dimensions – Point out the main figures / indicators to give some insight on the "volumes" managed by the position and/or the activity of the Department.

Management of 5-7 staff.

3. 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.

Leadership:

- Development of the team including best practice focus upon assessment of suitability for ROTL's and embedding sound risk assessment skills within the team.
- Effectively lead, develop, performance manage and motivate staff
- Effective use of Sodexo HR policies

ROTL Risk Management :

- Supporting the ROTL board process with sound risk assessment skills.
- Ensuring all processes and work undertaken are in line with Prison Service Instructions and Orders.
- Ensuring ROTL compliance and liaison with employers / families.

Community Links and Through the Gate work:

- Working with your community links worker to establish work based placements for the purpose of ROTL in the local community and beyond.
- Ensure there is effective engagement with external providers who will support ROTL's.
- Liaison with CRC's in relation to Through the Gates pathways.

Quality Improvement and Assurance:

- Ensure robust quality assurance processes are embedded
- Support staff in risk management awareness
- Improve quality of OASys and high risk case management

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

- To ensure that all individuals you lead manage risk appropriately.
- To embed and maintain a safety culture in which all safety & risk responsibilities are fully executed.
- To contribute directly to ROTL boards through written reports and individual casework review, discussion and feedback.
- To provide one to one monthly supervision to community links worker.
- Ensure that the skills and the competency of the team are continually reviewed, proactively managed and ensure that staff are supported to deliver best practice.
- To hold monthly team meetings with all operational and non-operational staff assist in understanding of risk analysis and assessment.
- To provide support and oversight to staff working supporting women through the gate.
- To act as an operational manager in respect of duty manager responsibilities and adjudications.
- To embed a safety culture.
- Ensure team members have regular 1-2-1s, Huddles, PDRs and supervision.

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.

- Support staff to deliver practice that will ensure a safe environment in Houseblock 5
- To achieve positive outcomes for the residents on ROTL in the community.
- Demonstrate the Sodexo Management Behaviours and Sodexo values: Service Spirit, Team Spirit and the Spirit of Progress.
- Delivery of the Houseblock 5 contractual outcomes.
- Effective operational management in relation to adjudications, Duty Manager, resident safety and prison stability.

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

Essential:

- Previous custodial experience.
- Previous experience working in Resettlement services.
- Understanding of Women Offender Strategies.
- Previous ROTL experience.
- Experience of managing engagement, compliance and high quality risk assessment and analysis.

Desirable:

- An ability to demonstrate resilience, excellent inter-personal, communication and organisational skills.
- Experience of community engagement and working with stakeholders.
- Demonstrate an ability to resolve complex issues and sound judgement in relation to risk assessment.
- Successful candidates will demonstrate enthusiasm, commitment, motivation and the ability to effectively challenge with humility.

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

<ul style="list-style-type: none"> ▪ Growth, Client & Customer Satisfaction / Quality of Services provided 	<ul style="list-style-type: none"> ▪ Leadership & People Management
<ul style="list-style-type: none"> ▪ Rigorous management of results 	<ul style="list-style-type: none"> ▪ Innovation and Change
<ul style="list-style-type: none"> ▪ Brand Notoriety 	<ul style="list-style-type: none"> ▪ Business Consulting
<ul style="list-style-type: none"> ▪ Commercial Awareness 	<ul style="list-style-type: none"> ▪ HR Service Delivery
<ul style="list-style-type: none"> ▪ Employee Engagement 	
<ul style="list-style-type: none"> ▪ Learning & Development 	

9. Management Approval – To be completed by document owner

Version	1	Date	August 2018
Document Owner	Charlotte Durnin		