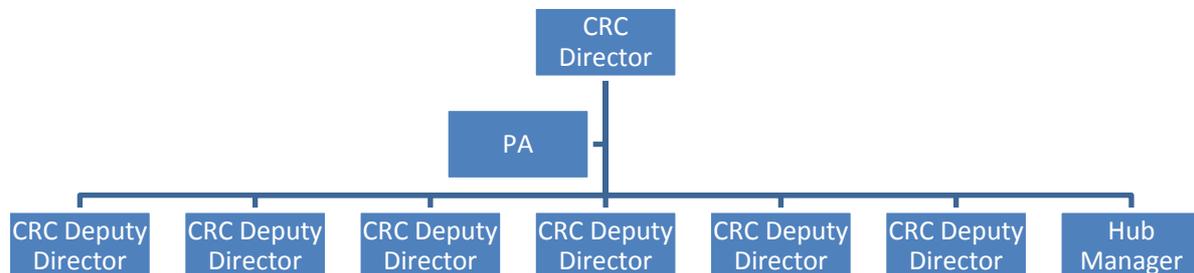


Position Title	CRC Director	Department	Community, Senior Management
Generic Job Title	CRC Director	Segment	BeNCH CRC
Date in Job		Location	TBC
Reports to	Regional CRC CEO	Office / Unit name	TBC

Job Purpose

To provide strategic and operational leadership across the CRC to deliver the business and contractual requirements, including the financial performance. To ensure an effective offender risk management framework and processes to promote public protection; and through high quality, integrated services, reduce reoffending.

ORGANISATION STRUCTURE



Context and Main Issues:

- There is still a significant period of change and transition taking place within the CRCs until we achieve a stable operating model.
- There are multiple internal and external clients and stakeholders to manage on an ongoing basis.
- There is still a significant amount of engagement, knowledge sharing and support required to ensure all levels of staff understand the new operating model.
- There remains significant IT challenge and multiple estates moves still to take place which impact not only on moral and motivation, but also on efficiency and productivity.
- CRC operate in multiple locations across significant geographic spreads.

Main Assignments

- Identify, manage and review risk (operational, financial, reputational and people), taking the lead on risk associated with operational matters, and contribute to the development and management of the risk management framework and processes
- Support the CRC Regional CEO in delivery of the overall CRC budget, taking day to day responsibility for the CRC of responsibility
- Develop and review operational strategy, including the completion and delivery of the annual business plan, service plan, continuous improvement plan and equality plan, setting targets for improvement in performance and efficiency in line with the requirements of the business
- Lead operational policies and procedures to deliver continuous improvement within the contractual and financial framework
- Work with the Head of Partnerships to deliver and embed an integrated, co-ordinated and high performing delivery of Partnership services
- Lead the effective management of and engagement with operational audit and inspection processes
- Ensure consistently high standards are maintained in assessing and managing offender risk, including risk escalation procedures
- Provide strategic leadership for Reducing Reoffending, including Integrated Offender Management (IOM) and Women Offenders
- Maximise and engage with opportunities for strategic collaboration with other key stakeholders and partners at national, regional and local level, promoting the profile and best interests of the CRC and SJS as a whole
- Take a leading role in promotional activity with stakeholders, partners, government and media
- Work with the Regional L&D Manager to ensure that all employees are adequately skilled by providing development plans and ensuring that the Laurus contract is effectively utilised.
- Ensure compliance with the standards associated with appointment to the role of 'Accountable Officer'
- To engage with trade union representatives and chair local JNCCs
- Work collaboratively with other Sodexo CRC's ensure tasks requiring common process / approach are delivered as agreed with the CRC Regional CEO and that innovation and best practice is shared.
- Work with the CRC Regional CEO and Regional Business Development Manager to identify and implement a business development strategy to maximize growth opportunities of the CRC
- Provide direct line management of LDU Managers Deputy CRC Directors, HUB Managers, Heads of Partnerships, Head of Performance and Quality and PA's as appropriate
- Deputise for the CRC Regional CEO as required
- Ensure good positive relationships are built and maintained with NOMs and MOJ, Service delivery partners and Criminal Justice system partners (courts, PCC/police, Local Authorities etc.)
- Embed an effective health and safety culture at the CRC, addressing any Health and Safety concerns and risks as they arise.

Accountabilities

- Deliver the agreed operational performance and contractual targets on time and within budget
- Service delivery and operational performance targets met or exceeded, with no or minimal financial penalty

- Operations delivered within allocated operational budget, including achievement of identified efficiencies
- Local partnership providers are utilised appropriately; services are referred to the supply chain and partnership providers are held to account to deliver required standards and outcomes
- Achievement of reduction in reoffending rates, and realisation of Payment by Results payments
- Quarterly and monthly operational reports reflect progress against milestones and targets, enabling effective forecasting
- High scores in operational audit and inspections
- Minimum satisfactory assessment for SFO reviews
- PDR's completed on time and to good quality for all operational staff, training and development needs identified and met via the delivery of the annual training and development plan
- Operational staff sickness absence and retention targets met, succession plans in place
- Positive feedback from offenders, staff and stakeholders. Any areas for improvement identified through engagement are reflected in improvement planning processes.

Skills, Knowledge and Experience

Essential

- Significant senior management experience of operations in a similar service related role
- Financial management experience and proven ability to achieve efficiencies
- Proven leadership skills, with evidence of successfully leading, managing and motivating geographically dispersed teams to meet demanding objectives
- Strategic thinking, understanding policy and legal context, to make meaningful decisions in complex situations
- Proven ability to develop mature, productive relationships with internal and external service providers, key stakeholders and partners
- Commercial awareness including contract management experience
- Effective communicator and presenter
- Effective advocate for change
- Ability to effectively engage employees

Desirable

- Relevant management qualification
- Experience of criminal justice sector

Competencies

- Relationship Management
- Planning and Organisation
- Results Orientation
- Continuous Improvement
- Leadership & People Management
- Innovation and Change



- Commercial and Financial Acumen
- Growth, Client & Customer Satisfaction

Contextual or other information

- Attend any training as and when required
- This role will require a flexible working pattern, travel on occasion both within the area and nationally as well as overnight stays

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Document owner			