**The Forward Trust Job Description**

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| **Position Title** | **Services Manager**  | **Reports to** | **Senior Operations Manager** |
| **Location: Probation Community** **Essex, Bedfordshire, Cambridgeshire, Norfolk,**  |

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| **Introducing Forward Trust** |

We are The Forward Trust (formerly RAPt and Blue Sky), the social enterprise with charitable status that empowers people to break the often interlinked cycles of crime and addiction to move forward with their lives. For more than 25 years we have been working with people to build positive and productive lives, whatever their past. We believe that anyone is capable of lasting change. Our services have supported thousands of people to make positive changes and build productive lives with a job, family, friends and a sense of community.

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| **Role/Team Overview** |

The Services Manager is a role which integrates a joint strategic and operational approach to service management in our new Probation Personal Wellbeing Contract.

Overseeing the Personal Well Being Services across multiple areas supporting young and adult males involved in the Criminal Justice systems. You will be supporting a team of Managers, practitioners and services who will be delivering a range of programmes within the categories of Family and Significant others, Lifestyle and associates, Emotional Well Being and Social Inclusion.

In this role, operationally, you will be responsible for line managing Team Leaders and will act as the single point of contact for all the subcontractors across a cluster of services in a Community setting, ensuring the effective running and development of each service in line with The Forward Trust strategy and business objectives.

You will work a combined pattern of remote working, including home working and travelling across the cluster of services you are responsible for to manage and support the frontline teams, attend essential meetings and ensure smooth project delivery and contractual agreements and targets are met.

From a strategic perspective, you will work in conjunction with senior management and develop improvement plans, produce performance reports for commissioners and attend and present at contract meetings for the services within your remit. You will also be responsible for ensuring data accurately reflects output and is submitted within set deadlines which includes ensuring services are audit compliant.

The specific units/projects for which you have responsibility may be subject to change, depending on the needs and changes within the organisation at any given time.

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| **Accountabilities** |

**Strategy**

* Undertake the promotion of The Forward Trust’s work in the area for which you are responsible, positively representing The Forward Trust at meetings and conferences.
* Liaise with Senior Prison and Probation Service Personnel, commissioners, and representatives from other agencies in your regional area to ensure The Forward Trust services fit into the overall structure of the Personal Well Being contract strategy within the MOJ Probation Services Dynamic Framework.
* Work towards the objectives set out in The Forward Trust business plan in a structured and strategic way.
* Build strong working relationships with, and makes full use of the support offered by, head office functions.
* Build, manage and continuously improve the working relationships with contractual partners alongside Senior Management.

**Service Delivery**

* Through the Team Leaders, ensure that the services you are responsible for are delivering services in accordance with the needs of the service users and are Audit compliant.
* Manage services as a subcontractor in some regions.
* Attend all relevant key partnership, internal and external meetings to support Team Leaders.
* Support and enhance client engagement with subcontractors, developing, maintaining and establishing relationships/referral pathways with our subcontractors.
* Manage subcontractors to ensure the collection of relevant statistical data.
* Proactively engage with development of Personal Well Being strategy.

**Performance Management**

* Set Team Leaders and overall team objectives to implement and achieve strategic objectives.
* Monitor the performance of your projects and sub-contractors in your region against service level agreements ensuring contractual volumes are met.
* Where Forward Trust are a subcontractor in a delivery model, work affectively with the prime to ensure we meet our contractual targets and obligations.
* To participate in the recruitment and management of staff in your areas, ensuring that The Forward Trust’s commitment to equal opportunities is honoured at all times.
* Ensure any poor conduct and under-performance is managed appropriately and team dynamics are routinely monitored.
* Work towards The Forward Trust's mission and values within current policies and good practice.
* Ensure compliance with all relevant Health and Safety, Governance and CQC standards if appropriate.

**Departmental Management**

* Oversee and ensure effective management of the Forward Trust services for which you are responsible.
* In conjunction with your line manager, oversee the management of contracts within your specific regions.
* In conjunction with your line manager, to ensure the effective financial management of the Forward Trust units within your regions, and in particular, ensure complete budget compliance. Meet targets and deadlines agreed with your line manager and in accordance with work plans and departmental standards.
* Attend the Governance and Quality Assurance meeting, reviewing performance, risks, comments, complaints and incidents across the services and report issues of concerns and proposed actions to the Chair and Head of Governance & Quality Assurance as required.
* Chair operational sub-contractor meetings, reviewing performance, referral pathways, planned operational delivery, promotion, risks, incidences and report issues or concerns and proposed actions to the SNR Operations Manager.
* Support and attend sub-contractor contract reviews quarterly or as appropriate communicating with SNR Operations manager.
* Provide written reports and presentations for contract review meetings on the performance of the subcontractors.
* Ensure team meetings are held and facilitated on a regular basis, at least once a month.
* Ensure all relevant and appropriate information from all meetings is disseminated to all staff in your services.
* Line manage, guide and develop Team Leaders in your cluster, including carrying out Quarterly Line Management reviews, and any additional supervision reviews as necessary, ensuring they are fully supported and accountable for their work. Given the nature of this role, this will require effective remote management.
* Engage with Human Resources on general people management matters, seeking timely advice and support as necessary.
* Draw up training, development and succession plans for your staff to ensure their technical knowledge is up to date and they are continually developing in their role.

**Quality and Safety**

* Ensure that services are regularly audited and any issues are escalated and addressed in a timely manner and good practice is effectively shared throughout the services to ensure continuous improvement.
* Support the Quality Manager in ensuring the Subcontractors are compliant in relation to governance and audit activities.
* Alert your line manager to any significant risks or problems arising in the course of managing and monitoring the services.
* Abide by all The Forward Trust’s policies and procedures and encourage others to do the same.
* Work with the highest regard to health, safety and security in the workplace highlighting any risks (potential or actual) to your line manager and (where appropriate) the Head of Governance, in accordance with The Forward Trust’s risk management protocols.
* Ensure that information, including statistical data, for audit, research and reporting purposes, is effectively and efficiently collected, recorded and collated in the assigned area.
* Effectively manage information, particularly confidential information, within statutory duties and data protection, and in accordance with internal Governance policies and best practice.
* Promote and ensure departmental compliance with all relevant legal, regulatory, and ethical responsibilities.
* Keep up to date technically on all relevant matters, including policy changes, and strive for continuous professional development.
* Support pilot programmes and monitor these reporting back to the Senior Operations Manager

**Administration**

* Ensure that resources are allocated so that contractual targets are met in line with service level agreements.
* Prepare and deliver details reports on the effectiveness of the services in your cluster and their performance against KPI’s in accordance with agreed deadlines.
* Manage employee files and information including but not limited to employee records, training, supervision, absence and performance management, using our internal Cascade system.
* Take on other reasonable tasks and responsibilities as deemed appropriate by the line manager.

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| **Role Criteria**  |

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| **Criteria Requirement** |
| **E** | **Essential Criteria** |
| **D** | **Desirable Criteria** |
| **Criteria Measure** |
| **A** | **Application** |
|  **I** | **Interview** |
| **T** | **Test** |

**Below is a list of the criteria required to apply for this role; please address each of these points in your application.**

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| **Knowledge, Skills and Experience**  |
| A thorough understanding and relevant experience of providing personal wellbeing services. This could include social inclusion, family and significant others, emotional wellbeing and lifestyle and associates. | E | A/I |
| Demonstrable knowledge of Community Rehabilitation Company (CRC), National Probation Service (NPS) and Criminal Justice services in custodial or community settings. |  |  |
| A demonstrable commitment to the aims, ethos and objectives of The Forward Trust. | E | A/I |
| Understanding of Psychosocial interventions and community provision. | E | A/I |
| Previous experience of developing and implementing service improvements. | E | A/I |
| Demonstrable in the successful and effective management of people and performance, with evidence-based, tangible outcomes. | E | A/I |
| Demonstrable ability to effectively lead and motivate teams, including through change processes. | E | A/I |
| Experience of supervising and supporting staff to enhance their skills and enable them to work effectively. | E | A/I |
| Experience of contract management, recruitment experience and data management | E | A/I |
| Understanding of the voluntary sector. | E | A/I |
| Understanding of and sensitivity to equality, diversity and inclusion. | E | A/I |
| Working knowledge of using Microsoft office packages. | E | A/I |
| Experience and knowledge of database monitoring systems, including overseeing the collection, recording and collating of information, including statistical data, for audit, research and reporting purposes. | E | A/I |
| Excellent organisational, time management and planning skills. | E | A/I |
| Flexibility to meet the needs of the service as it develops. | E | A/I |
| Ability to represent The Forward Trust in a positive and professional manner. | E | A/I |
| A positive problem solving approach with the ability to focus on key issues quickly and clearly. | E | A/I |
| Professional and collaborative, with effective negotiating and influencing skills. | E | A/I |
| Experience of financial management of projects. | E | A/I |
| Ability to engage effectively with the wide range of stakeholders. | E | A/I |
| Experience of working within a rehabilitative setting, either custodial and/or community environments. | D | A/I |
| Experience of joint contract management with another provider. | D | A/I |
| A thorough understanding of relevant legislation and local/national best practice standards. | D | A/I |
| Understanding of the human resource and finance function within a contract setting. | D | A/I |
| Knowledge of electronic case management databases. | D | A/I |
| **Personal Attributes** |  |  |
| **Proactivity** – Quick thinking with a high level use of initiative | E | A/I |
| **Resilience** – Solves problems, takes learning on board from mistakes to aid personal and professional growth | E | A/I |
| **Adaptability** – Can work in fast-paced changing environments  | E | A/I |
| **Confidence** – Has confidence in own abilities, has good eye contact and able to communicate clearly and concisely | E | A/I |
| **Team Work** – Works in harmony with colleagues to deliver results  | E | A/I |
| **Open to Feedback** - Open to constructive feedback in order to further develop | E | A/I |
| **Innovative –** Continually searching for better ways of working | E | A/I |
| **Qualification** |  |  |
| A relevant qualification in business, leadership or management (or working towards) | E | A/I |
| A Level 5 management qualification (or working towards). | D | A/I |
| A Coaching, Supervision or Counselling qualification. | D | A/I |