

Senior Operations Manager

Job Description and Personal Specification

Role:	Senior Operations Manager
Place of work:	Multiple locations
Hours of work:	38 hours per week
Salary/Grade	Operations – People Manager
Reports to:	Assistant Director
Level of screening:	Enhanced DBS/ Prison Vetting

Who we are

Catch22 exists to help build a society where everyone has a good place to live, good people around them, and a fulfilling purpose. We call these our '3Ps'.

We achieve this in two ways. First, we improve lives on the frontline through delivery of public services. Secondly, we use our knowledge to change 'the system', to fix the complex web that can trap and disempower those it was set up to help. With the heart of a charity and the mindset of a business, we are uniquely placed to deliver on this challenging agenda.

In Justice, we work with young people and adults in custody and in the community, providing a range of services including offender management and resettlement, mentoring, veterans in custody, victim services, gangs work and youth justice. We believe that with effective support mechanisms and the correct interventions, we can change service user's ideology, helping them desist from crime and reach their true potential.

Where you fit in

Senior Operations Managers are responsible for ensuring the effective delivery of all our services within their region and support the Assistant Director in achieving successful outcomes against mandated targets and contractual deliverables.

The post holder will provide line management and motivate a team of Managers and staff to ensure that services are delivered across each site providing on going professional support, aligned to the Catch22 values.

The Senior Operations Manager will provide the Senior Management Team reports as agreed

demonstrating effective Line Management and performance management across all services. The post holder will be responsible for partnership representation across the services liaising with key partners in National Probation Service (NPS), OPCC and other commissioners and Partners as necessary.

The role will be multi location based, including some home working and will require travel across catch22 sites as necessary. The post holder will be required to adhere to all relevant Prison Instructions as well as Catch22 Policies. This will include instructions with regards to Safeguarding, Health and Safety and Data Protection.

Main Duties & Accountabilities

As a Senior Operations Manager your main duties and accountabilities will include:

- To oversee the operational delivery of Catch22 services to applicable service users under the Line Management of the Assistant Director and in line with the Commissioners service specification.
- To ensure all Managers and staff within their service maximise the performance and contributions by meeting the objectives set through staff supervision, performance management, PEF Review process, training, consultation and service/team meetings.
- Ensure that Catch22 are represented positively at Senior meetings with any of our commissioners, providing up to date reports and financial overviews, agreed as per the contract.
- Ensure risk escalation procedures and processes are in place consistently across each site to safely manage and report increases in risk appropriately both internally and with partnership agencies.
- To work closely with all Managers to develop systems to ensure effective service delivery within an equal opportunities framework and promote anti discriminatory practice in all aspects of the work.
- Set out a range of team aims and objectives to ensure Managers can cascade a common range of functional objectives to each team.
- Ensure the common use and maintenance of team databases and compliance with the authorities Case Management system for the purposes of casework recording, monitoring and evaluating service provision in line with all data compliance measures.
- Work with staff to constantly ensure there is genuine engagement with the Service User using appropriate methodologies and interventions to encourage and support their engagement and progress towards greater independence on release into the community.
- Ensure staff have in place systems to monitor and collate all necessary information to ensure Service Users are allocated appropriately and referred to a range of necessary interventions and are fast tracked to maximise positive outcomes.
- Work with other service providers to ensure your services complement existing provision in the community and Catch22 as appropriate.

- Ensure that at all times work is conducted within the policy and procedural framework established, ensuring full up to date knowledge and understanding of policies, procedures and legislation at all times.
- Provide high quality leadership and Line Management to staff.
- Ensure that staff on all sites have appropriate personal development plans and staff are appropriately supported to achieve the planned targets / interventions.
- Participate in the selection of staff and ensure induction is provided to new starters to ensure that they are aware of their duties and the policies, practice and values of Catch22.
- Ensure that absenteeism and lateness on all sites is maintained, on or below, the agreed levels for the organisation, taking appropriate support and action to achieve the target.
- Ensure that all staff maintain high standards of professional performance at all times through adherence to the Catch22 policies and procedural frameworks.
- Ensure that disciplinary, complaints and grievance procedures are appropriately managed, including the undertaking of investigations and the conducting of disciplinary interviews when required.
- Responsible for ensuring that staff on all sites are performance managed via the Catch22 Supervision and Contribution Review processes and that these are conducted and completed on time.
- Ensure local Managers manage staff induction and probationary periods in accordance with Catch22 policies and procedures.
- Hold regular staff meetings and briefings as appropriate.
- To ensure that your professional awareness of best practice and service innovation is maintained and shared with all staff.
- Continue to develop the service provisions to ensure best practice and leading-edge services are available to service users.
- To promote and report effective cost control mechanisms and encourage all staff to take responsibility for achieving financial savings where appropriate.
- Ensure all the organisations rules/policies regarding Health, Safety and the environment are strictly adhered to and that safe working practices are adopted at all times and risk assessments are both carried out and followed.
- Responsible for reporting any incidents /accidents occurring at the Project to Line-manager, HR and the competent Health & Safety person. Conducting investigations into the incident / accident and provide appropriate report.
- Positively promote an environment within Catch22 which respects and values the diversity of both staff and service users.

What does good look like for this role?

As a Senior Operations Manager you will be responsible for managing and supporting staff to engage with Service Users drawing upon each of the five competencies: risk of harm, engagement, diversity, communication and teamwork.

The Senior Operations Manager will have a great opportunity to be a positive influence for change and to work with a wide range of partners to improve Service Users' prospects on release.

'Good' in this role will include:

- A confident professional who is responsive to pressure and change.
- Able to be adaptable, working in what can be a challenging environment whilst maintaining a motivational approach and achieving performance targets.
- Ability to build and manage relationships, share knowledge and skills to deliver shared goals.
- Working collaboratively with a variety of partnership organisations to deliver a great service to Service Users.
- Attention to detail particularly relating to performance and meeting of deadlines.
- Excellent communications skills with the ability to adapt messages to the audience receiving them and retain confidentiality at all times.
- Ability to complete timely performance and management reports as directed, collating information as agreed by Catch22 and its commissioners.

Organisational Relationships

Reports to Assistant Director

A Senior Operations Manager liaises closely with key stakeholders such as Directors, Assistant Directors, Service Managers, Employees and Human Resources. The post holder will also be required to effectively communicate with the relevant Commissioners and key stakeholders from the Local Authority, Youth Offending Service, Probation staff, Prison Senior Management Team, Local Authorities, Reducing Re-offending Boards, Managers from other statutory and voluntary agencies who offer services relevant to the service users we support.

Senior Operations Manager: Person Specification

COMPETENCY	ESSENTIAL	DESIRABLE	ASSESSMENT
QUALIFICATIONS	<p>Any qualification relevant to working with those in prison, for example Criminology/ Criminal Justice/ Social Care/ Mental Health/ IAG.</p> <p>Evidence of continual professional development.</p> <p>Experience working with Microsoft Office - Word and Excel</p>	<p>A qualification in leadership and management (or working towards).</p>	<p>Application</p>
KNOWLEDGE/ EXPERIENCE	<p>An understanding of legislation, research and CRC performance requirements relevant to the resettlement of prisoners.</p> <p>Knowledge of the main resettlement pathways and services that offer interventions relevant to these pathways.</p> <p>An understanding of the importance of risk assessment and management.</p> <p>An understanding of models of evidence and methodologies in relation to offender rehabilitation.</p> <p>Experience of leading a team working with vulnerable people.</p> <p>The ability to contribute to ongoing assessments of the</p>	<p>Experience of working with offenders.</p> <p>In-depth knowledge and understanding of the criminal justice and offender management systems.</p>	<p>Interview/ Application</p>

	<p>support needs of under-supported people and to provide appropriate advice and support to them.</p> <p>Experience of working within an organisations policies and procedures, including those relating to health and safety, confidentiality and handling sensitive information.</p> <p>Experience of managing senior staff.</p>		
<p>SKILLS & ABILITIES</p>	<p>Ability to build and develop good working relationships at all levels.</p> <p>Ability to demonstrate empathy with those suffering discrimination and disadvantage.</p> <p>A track record of establishing project monitoring and evaluation frameworks, ideally with some knowledge of output based funding.</p> <p>Experience of achieving outcomes on time and within budget.</p> <p>Experience and skills to lead a team, setting objectives and priorities monitoring performance against agreed targets.</p> <p>Skills in risk assessment and management and evidenced based decision making.</p>	<p>Experience of setting up a new service and of establishing procedures, processes and protocols.</p> <p>Experience of managing volunteers.</p>	<p>Application/Interview</p>

	<p>Demonstrates a positive approach and commitment to both team and partnership working.</p> <p>Ability to act as an ambassador in promoting our values and approach to staff, partners and stakeholders.</p> <p>Ability to operate at a strategic level and engage prison and a wide range of colleagues and partners.</p> <p>Demonstrable engagement skills including interviewing and motivating skills that support offenders' rehabilitation.</p> <p>Ability to prioritise and delegate. Able to organise and manage multiple tasks successfully whilst working under pressure and to Ability to work in line with data protection requirements.</p> <p>Good verbal and written communication skills, including the ability to produce performance reports, rehabilitation plans etc</p> <p>The ability to listen and communicate to an acceptable standard both verbally and in writing and to disseminate information in an easily understood and appropriate format.</p>		
<p>OTHER</p>	<p>A track record of integrating, diversity and cultural issues into service planning, design and delivery.</p> <p>Willing to travel and work flexibly.</p>	<p>The ability and willingness and flexibility to work outside office hours, if required.</p>	<p>Application/Interview</p>

Willing to undertake training, as required.

Demonstrates a commitment to building teams and effective partnership working.

Ability to create a compelling vision for stakeholders, partners, staff and volunteers and successfully manage and communicate change.

An understanding of, and commitment to, the promotion of service delivery in an equal opportunities framework, including anti-racist, anti-discriminatory team and professional practice..

Access to a car, a current full driving licence and able to buy insurance for business use of the vehicle.

Understanding of Health and Safety at Work.