

Thank you for your interest in the role of Data, Performance, & Compliance Manager at Catch22. We're delighted you're considering joining our team, and we welcome your application.

Catch22 is a charity and a social business. We deliver over 100 services across England and Wales in justice, education, children, families, communities, employability, and skills. Underpinning all our services is our firm belief that everyone needs good people around them, a safe place to live, and a purpose in life in order to thrive.

For more than 230 years, Catch22 has been focused on delivering high-quality services for people facing challenges and using our experience to advocate for systemic reform in public services. We are committed to not just meeting immediate needs but to driving forward lasting change.

Within Catch22's Justice Hub, we are acutely aware of the growing challenges faced by those we support. Court backlogs, for instance, have significant impacts on both victims and offenders. We also see increasing complexity in the needs of our service users, requiring innovative and compassionate approaches to support. Our ambition is to influence systemic change positively, reforming public service delivery to achieve better outcomes for individuals and communities.

Our portfolio of services is uniquely positioned to address both offender rehabilitation and victim recovery. We work across the criminal justice system, from supporting offenders through our Offender Management and Gang Units to providing rehabilitative services such as Personal Well-being, Finance, Benefit & Debt, and Dependency & Recovery services. Simultaneously, we are expanding our Victim Services, helping individuals navigate the aftermath of crime through initiatives like the Greater Manchester Victim Service and the Young Londoners' Victim Service.

We believe that reducing crime relies on enabling recovery for victims and providing pathways to rehabilitation for offenders, empowering them to live crime-free lives. This dual perspective gives Catch22 a holistic insight into how best to support individuals and drive meaningful change within the criminal justice system.

Innovation and a pioneering mindset are at the heart of what we do. As a charity operating outside the constraints of traditional public services, we're constantly seeking new ways to improve lives and create impact. Many are drawn to Catch22 for this spirit of curiosity, innovation, and commitment to making a real difference in the third sector.

Each role at Catch22 is fundamental to achieving our mission. We deeply value the compassion, collaboration, and dedication of those on the front lines, leading teams, and managing services. We look forward to the contributions you will bring to our shared vision.

Kind regards,

**Matt has been with Catch22 for a total of 11 years, and during that time has held a total of 7 different positions, progressing from a Custody Case Manager to Assistant Director, Justice in 2018, and Director of Justice in November 2022.**

**Matt has a wealth of experience in successfully overseeing Catch22's Justice Hub's operational delivery, as well as a huge passion for Catch22 and the work we do across the Criminal Justice System.**





## Data, Performance, & Compliance Manager

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**Salary** £38,000.00 per annum

**Location** Home based with frequent travel across Justice service sites

**Hours** 38 hours per week

**Contract** Permanent

**Interview** TBC

**Reports to** Head of Governance & Interventions

**Screening** Enhanced DBS

### About Us

Over the past year Catch22 has delivered over 100 services... Read more in our recent [impact report](#).

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 users' ideology, helping them desist from crime and reach their true potential.

We are looking for someone who is compassionate, collaborative, and empowers others

### What values guide our people?

Our values, chosen by staff from across Catch22, reflect the approach to working and embedded in all the work we do:

- ♦ **We're compassionate:** we care about people—supporting them to move forward.
- ♦ **We empower others:** we give people the knowledge, skills and opportunities to thrive.
- ♦ **We're collaborative:** we do things with people, not to them.
- ♦ **We're curious:** we explore, innovate and challenge to improve what we can do.

**Pack is for information only**



### In the last year:



**42,000**

People were supported by our Justice teams.



**100%**

Of commissioners were satisfied or very satisfied with the service our teams delivered.



**£696,370**

Were retrieved for victims of fraud by the Hertfordshire Beacon Fraud Hub.



## About You

This post presents an exciting opportunity to become the Performance and Compliance Manager across Catch22's Justice directorate.

As a key member of Justice's central governance team, you will provide strategic leadership and direction in supporting the Senior Leadership Team, Operational Managers, Team Leaders, and frontline staff. Your role will focus on driving performance and ensuring compliance to enable our teams to deliver on the Justice Business Plan objectives: to innovate, revitalise, and reform the delivery of Justice Services.

You will be responsible for overseeing the effective management of services in line with contractual deadlines, ensuring service deliverables are fully compliant with contractual requirements, and aligning with Catch22's reporting frameworks.

In addition to these responsibilities, you will play a pivotal role in co-designing innovative, engaging service provisions. This includes championing best practices in data reporting and ensuring cutting-edge service delivery is available to all service users.

You will lead and manage a team of administrators and data analysts, fostering a collaborative and high-performing environment. Your leadership will ensure the directorate is effectively equipped to manage data capture, reporting, and performance monitoring to the highest standards.

## About Your Role

As a Performance and Compliance Manager, your main duties and accountabilities will include:

- Provide effective leadership and management to a team of administrators and data analysts, ensuring high professional standards are maintained through regular supervisions, and appropriate use of governance processes, including performance improvement plans where necessary.

**Career Family & Grade** Operations, Team Leader

**Scale** Home based

**Job Reference** REF3665G

**Number**

**Closing date** 1630 on August 13th

- Coach and support first-line managers and Senior Leadership team to develop accountability in their leadership, empowering them to take ownership of team performance and drive results through proactive decision-making and effective management.
- Identify operational efficiencies by streamlining processes and coordinating the support of the centralised admin and data analyst team to address staffing gaps or operational pressures, ensuring seamless and responsive service delivery.
- Develop, implement, and oversee a robust performance, evaluation, and impact framework that establishes clear expectations for achieving contractual compliance, measuring the impact of performance and compliance initiatives, and demonstrating social value, ensuring continuous improvement and alignment with organisational goals.
- Develop, implement and oversee a data analysis framework to support senior leadership in leveraging data to identify trends, assess risks, and enable proactive and informed responses to performance and compliance challenges.
- Lead the translation of technical notes relating to performance and compliance into actionable strategies, ensuring they are reflected within operational delivery to meet contractual obligations.



- In collaboration with the central governance team develop a standardised approach to service delivery, ensuring alignment with bid commitments, and provide support to operational managers in implementing effective governance processes to track and ensure performance.
- Lead on the oversight and response to performance and compliance matters, ensuring tasks are aligned with strategic objectives and contribute to the delivery of high-quality services that meet commissioner and organisational requirements.
- Maintain effective communication with stakeholders by sharing outcomes, compliance data, and insights, while conducting data analysis to identify trends and patterns that inform performance management, service delivery, and continuous improvement.
- Develop and monitor key performance and impact metrics, proactively forecasting achievements, addressing gaps, and in collaboration with senior management constructing improvement plans for specific contract areas to enhance service outcomes.
- Lead the implementation of evidence-based policies, procedures, and performance improvement systems to support strategic objectives and enhance service delivery.
- Identify training needs through data insights and performance monitoring, delivering targeted training where appropriate to improve team capabilities and outcomes.
- Develop and utilise data insights and tools, including PowerBI, to monitor contractual achievements and inform decision-making.
- Lead on data projects and technological initiatives that directly impact Justice Services, collaborating with the Evidence and Insights team to drive innovation and optimise service delivery.
- Contribute to organisational priorities by providing data analysis and insights for bid tenders, contractual reviews, and senior leadership discussions.
- Oversee the maintenance of databases and compliance entries into the Authorities Case Management system, ensuring accurate casework recording, monitoring, and evaluation of service provision in collaboration with your team of Administrators, Data Analysts, Assistant Directors and Senior Operations Managers.
- Ensure all records and reports are prepared, maintained, and managed in accordance with organisational, NPS, and Prison procedures, adhering to data security and data protection policies.

This list is intended to give an indication of the main duties involved, but is not meant to be exhaustive.

**What does good look like for this role?**

As a Performance and Compliance Manager you will be responsible for managing and supporting team of administrators and data analysts, to support our teams in achieving our Justice Business Plan objectives: innovate, revitalise and reform the delivery of Justice Services.

The Performance and Compliance 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:

- Confidently complete research, data gathering and analysis and report writing to a high standard.
- Manage and maintain relationships with all levels of internal staff, external stakeholders and Contract Managers
- To delegate tasks where appropriate in order to meet deadlines while having an overview of submissions.
- Able to be adaptable, working in what can be a challenging environment whilst maintaining a motivational approach.
- Ability to build and manage relationships, share knowledge and skills to deliver shared goals.
- Working collaboratively with a variety of partnership organisations to report on the delivery of a great service to Service Users.
- Attention to detail particularly relating to recording of work and meeting of deadlines.
- Excellent communications skills with the ability to adapt messages to the audience receiving them and retain confidentiality at all times.
- To seek to improve own performance, contribution, knowledge, and skills and participate in Governance and compliance activities as required.
- To understand and support the contract around GDPR expectations and regulations.

**Organisational Relationships**

Reports to Head of Governance and Interventions

The Performance and Compliance Manager will work closely with key stakeholders, including Justice Senior Leadership, Service Managers, the Governance team, and both internal and external partners such as Contract Partners, Academic Partners, Data and Insights, Learning and Development, and frontline staff. The role requires effective communication and collaboration with the Evidence and Insights team to integrate performance initiatives and insights, ensuring processes are aligned to best serve the people we support.



COMPETENCY	ESSENTIAL	DESIRABLE	ASSESSMENT
<b>QUALIFICATIONS</b>	<p>Good basic education, including Maths and English GCSE or equivalent.</p> <p>Evidence of continual professional development.</p> <p>Experience working with Microsoft Office - Word and Excel as well as other IT systems for report writing and data evaluation.</p>	<p>Any qualification relevant to rehabilitation of offenders, for example criminology/ criminal justice/ social care/ mental health/ IAG/ Family Services/ Emotional Wellbeing/ Social Inclusion</p> <p>Training on Justice IT systems (I.e OASys, Delius, P-Nomis)</p>	Application
<b>KNOWLEDGE/ EXPERIENCE</b>	<p>Management and Leadership experience</p> <p>Strong Excel skills</p> <p>Experience in data analysis using established methodologies</p> <p>Knowledge of VBA, SQL, DAX</p> <p>Ability to manage and analyse large datasets</p> <p>An understanding of legislation, research and performance requirements relevant to the rehabilitation of individuals involved in CJS</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>Experience of Governance tools and contracts, mitigating performance and challenging outcomes.</p> <p>Robust understanding of performance management and governance compliance processes.</p>	<p>Experience of working with offenders and/or disadvantaged people.</p> <p>Life experience such as overcoming difficulties.</p> <p>Experience of working in a team and/or with partner organisations.</p> <p>Experience of writing analysis and/or using systems such as Excel to present data and outcomes.</p> <p>Experience of managing senior staff.</p>	Interview/ Application



**SKILLS & ABILITIES**

Ability to build and develop good working relationships at all levels.

Skills in risk assessment/screening and management and evidenced based decision making.

Demonstrates a positive approach and commitment to both team and partnership working.

Ability to act as an ambassador in promoting our values and approach to staff, partners and stakeholders.

A track record of achieving positive improvements in service delivery/ performance.

Experience and skills to lead a team, setting objectives and priorities monitoring performance against agreed targets.

Strong project management skills, with a proven ability to plan, execute, and monitor projects effectively to achieve defined outcomes and meet deadlines.

Ability to prioritise and delegate. Able to organise and manage multiple tasks successfully whilst working under pressure.

Ability to work in line with data protection requirements.

Good verbal and written communication skills, including the ability to produce performance reports, rehabilitation plans etc

Ability to operate at a strategic level and engage with a wide range of colleagues and partners.

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.

Demonstrable engagement skills including interviewing and motivating skills.

Contract management experience OR

An understanding of contracts and contractual practice in a service delivery environment.

Direct knowledge of and recent contact with a range of relevant commissioners/ funders.

A track record of integrating volunteers into service delivery.

A track record of involving service users in the design and delivery of services.

Experience of managing budgets, ensuring value for money, and meeting financial targets.

Application/  
Interview

**OTHER**

A track record of integrating, diversity and cultural issues into service planning, design and delivery.

Willing to travel and work flexibly.

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.

Ability to effectively engage commissioners, stakeholders and other partners.

Application/  
Interview



If you have spent or unspent convictions and need to make a disclosure, or would like advice on whether a role we have advertised is suitable, please contact Rik at our partner, [Offploy](#), via [rik@offploy.org](mailto:rik@offploy.org) for support and guidance.

**How and when?** Catch22 only ask a candidate to declare criminal convictions upon accepting a conditional offer of employment (except where our roles are exempt from the Rehabilitation of Offenders Act). By doing this, they ensure hiring teams are only assessing candidates on how closely they match the advertised person specification, to avoid conscious and unconscious bias from affecting hiring decisions.

## Screening Process

Each role at Catch22 is evaluated on the types of screening that are necessary for the opportunity. Successful candidate's only undergo checks relevant to the role they have been offered.

The advert and offer letter will list the types of checks that a candidate must undergo for the relevant role and a cover letter, sent alongside the offer letter will detail the checks and also explain how Catch22 collects, keeps, and destroys data around a person's criminal record.

Guidance on making a disclosure is given to all candidates at offer and decisions on hires is not made solely on the results of screening checks.

## Why?



At Catch22, we believe that those who have experienced the challenges and successes of the Criminal Justice System first-hand are best equipped to drive change. That's why we recruit people with lived experience, have implemented a Lived Experience Lead, and have partnered with organisations to support us in doing this as effectively as possible.

[Watch](#) to learn more about Catch22's innovative work in using the expertise and talent of those with [#LivedExperience](#).

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*"At Catch22 we want to attract the widest range of talent available and we therefore open as many of our roles as possible to people with convictions. We have found that they bring a different perspective to some issues and display great loyalty to our organisation. We firmly believe that giving people another chance is the right thing to do".*

Dom Dingle, Recruitment Coordinator—Justice



*"We recognise that those involved in crime often feel trapped in negative patterns of behaviour and that this leads to repeat offending. We also recognise that employment is the best way to break this cycle and enable people to move forward and lead positive, fulfilled lives. For this reason Catch22 is proud to support the Ban the Box campaign and is committed to providing a fair recruitment process that offers equal opportunities to all, including those with criminal convictions."*

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Christina Duru, Chief People Officer

Catch22 has Banned the Box which means we not only encourage applications from those with lived experience and/or criminal convictions but also do not ask for a declaration until a conditional offer is made. We ask for any disclosures on unspent convictions to be disclosed at the offer stage and provide support both internally and sign-post to external partners to support with disclosures. We assess the disclosed convictions against the successfully offered role and can adapt roles based on convictions. Please see our full statement on hiring those with convictions and note that we do have employees currently within the Justice Hub with convictions. Support is given at the offer stage for providing a disclosure.

