

Deputy Head of Service - Thameside Offender Management Unit

Job Description and Personal Specification

Role:	Deputy Head of Service – Thameside Offender Management Unit
Place of work:	HMP Thameside, Griffin Manor Way, London SE28 OFJ
Hours of work:	38 hours per week
Pay band:	Operations – Team Leader
Reports to:	Head of Service
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, 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

This is an exciting opportunity to be a Deputy Head of Service of Catch22 Offender Management Unit (OMU) at HMP Thameside. A busy inner city, category B local resettlement prison, located in South-East London & operated by Serco.

You will, alongside the Head of Service, oversee operational delivery of the OMU service and ensure key performance indicators are met. You will also be responsible for ensuring that we are achieving impact and quality standards in line with MOJ and Catch22 policies and procedures.

Main Duties & Accountabilities

As Deputy Head of Service for Offender Management Unit, your main duties and accountabilities will include:

- Line management of a team of coordinators, with responsibility for staff wellbeing, performance, appraisals/performance reviews, and learning and development.
- Providing a service-wide oversight on quality assurance, developing quality assurance tools, identifying delivery and performance trends and developing strategies to address key themes or capability improvements. This will also involve occasional spot-checks/review of case work to ensure quality is maintained and that cases are being managed in line with quality standards and MOJ policy.
- Workforce and resource planning across the service, ensuring the effective recruitment of the right people to meet delivery requirements, setting expectations for new hires through an established onboarding and training plan.
- Maintaining an up-to-date knowledge of all relevant policy and legislation, adapting service delivery to meet changing needs.
- Overseeing the safeguarding process, making sure appropriate follow-up and management of safeguarding concerns and incidents, with complete adherence to Catch22 safeguarding policy and process
- Developing and monitor data recording and reporting systems, ensuring speedy returns of ad hoc and scheduled information requests from Capita and MoJ/HMPPS
- Providing advice, information and support to uniform officers, multi-agency workers and offenders about the nature of the Offender Management Service.
- Developing and maintaining effective working relationships with other prison departments, the Serco and Catch22 senior management team.
- Representing and promoting the OMU service and Catch22 through attendance at organisation or industry meetings, events and conferences.
- As required, provide direct support to the Head of Service by:
 - Reporting to Commissioners (Serco/MoJ/HMPPS), providing assurances on services and supporting continued positive relationships.
 - Standing-in in case of absence, maintaining the smooth running of the service.
- Ensuring that Catch22's Wellbeing and Equality, Diversity and Inclusion strategy is implemented.
- Work closely with Catch22 Data, Safeguarding, H&S and Governance teams to ensure adequate management of risk and compliance with relevant policies and procedures.

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

Person Specification: OMU Deputy Head of Service

COMPETENCY	ESSENTIAL	DESIRABLE	ASSESSMENT
QUALIFICATIONS	Level 2/GCSE English and Maths	<p>A qualification relevant to criminal justice.</p> <p>A Qualification in management.</p> <p>Qualifications at level 3.</p>	Application/ Interview
KNOWLEDGE/ EXPERIENCE	<p>Experience of managing a complex service, preferably within a Criminal Justice Sector setting, with responsibility for overseeing quality of delivery and identifying opportunities to further improve.</p> <p>Extensive line management experience, with a track record of leading and developing high performing teams.</p> <p>Knowledge and Experience of quality assurance practices.</p> <p>A thorough understanding of safeguarding practices within a CJS context.</p> <p>Knowledge and experience of public sector contract delivery, with an understanding of the associated sensitivities, complexities and potential commercial penalties.</p>		Interview/ Application

	<p>Experience of providing direct support to service users who have faced a diverse range of challenges, and a track record of inspiring and supporting to help achieve improved outcomes.</p>		
SKILLS & ABILITIES	<p>Exceptional engagement and relationship building skills, with an ability to work with a diverse range of internal and stakeholders in a positive and professional way.</p> <p>High standards of general organisational and administration skills.</p> <p>A confident, resilient and adaptable outlook, able to flex to meet sudden changes or challenges, and committed to delivering positive outcomes for service users.</p> <p>Proficient in IT and Criminal Justice recording systems.</p>	<p>Experience of using data analysis.</p>	<p>Application/Interview</p>
OTHER	<p>Awareness of Diversity & Equality practice and an understanding and commitment to the promotion of service delivery in a diversity and equality framework.</p> <p>Awareness of Health & Safety practice.</p> <p>Willing to undertake appropriate training and career professional development.</p>	<p>Understanding of H+S in a Justice context.</p>	<p>Application/Interview</p>