

## Governance and Compliance Manager - Justice Job Description and Personal Specification

<b>Role:</b>	Governance and Compliance Manager - Justice
<b>Place of work:</b>	Home based with national travel
<b>Hours of work:</b>	37 hours per week
<b>Salary/Grade</b>	Exp. Operations – Team Leader
<b>Reports to:</b>	Assistant Director, Justice
<b>Level of screening:</b>	Enhanced DBS

### About Catch22

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.

### Where you fit in

The Justice Governance and Compliance Manager will provide executive and administration contracts and project support to the Catch22 Justice Directorate. Within the Justice Directorate you will be the first port of call for contract management support,. The post holder will develop and sustain positive working relationships with colleagues, partners and external stakeholders to ensure positive information and communication channels relevant to the smooth running of all existing services, while supporting the Justice Directorate to create a 'one culture one Catch22' approach to service delivery.

### Main Duties & Accountabilities

- Studying the requirements, duties and obligations of the company under contracts to ensure alignment with the company's goals and industry regulations.
- Supervising contract execution to ensure compliance with regulatory guidelines.
- Monitoring the implementation and performance of signed contracts.  
Maintaining, updating and improving contractual records, to include but not limited to carrying out due diligence to ensure robust contractual compliance and governance

- Support SLT in monitoring Catch22 adherence to contractual obligations and acting as the conduit ensuring the organisation is operating in accordance with market stewardship principles.
- Leading on monitoring and coordination of organisational compliance tasks for the Justice Hub, including:
  - Training compliance, reporting and coordination
  - Health and Safety responsibilities
  - Safeguarding reporting
  - Data Security actions
- Provide quarterly governance dashboards to Justice SLT.
- To interact with external clients creating a positive and professional perception of Catch22. To be a positive advocate for Catch22 when interacting with external agencies, embedding a professional perception of Catch22.
- Perform, organise, and streamline operational tasks, systems and processes to reduce the potential for errors.
- Provide technical assistance to Justice SLT, Corporate partners and other staff as required.
- Support in the delivery of induction and refresher training for staff.
- Interact with multiple teams, resolve problems, and provide information and guidance where appropriate.
- Carry out other relevant duties, commensurate with the nature and grade of the post, as required.

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

- Strong depth of Business Knowledge.
- A confident, professional & enthusiastic approach with the ability to influence and collaborate with key stakeholders.
- Strong organisational, inter-personal, communication and project management skills
- Ability to build and manage relationships, share knowledge and skills to deliver shared goals.
- Creative & solution focused individual with a 'can-do' approach, with drive for innovation.
- Resilient, flexible & adaptable outlook.
- Logical, methodical & analytical outlook, with attention to detail.
- Providing timely, dependable and efficient administrative and project management support.

- Create a systematic, process-driven approach to contract compliance and organisational governance.

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## **Organisational Relationships**

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- The Governance and Compliance Manager will work collaboratively with Operational Teams, SLT, Corporate Services and all other hubs within the organisation.

<b>Person Specification</b>			
<b>COMPETENCY</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>ASSESSMENT</b>
<b>QUALIFICATIONS</b>	An honours Bachelor's degree, preferably in business, administration or management	A Business Administration qualification  Effective Communications qualification  Certified Professional Contract Manager (CPCM)  Recognised qualification in Project Management and/or contract management (e.g. Prince2, CCMP)	Interview  Certificate
<b>KNOWLEDGE</b>	Knowledge of Contract Management, Governance and relevant legislation.  Understands the importance of confidentiality and the need to handle sensitive and confidential issues with tact and diplomacy.	GDPR and data protection legislation  Knowledge of the Justice sector	Interview

<p><b>EXPERIENCE</b></p>	<p>Sound practical knowledge of common ICT software packages, especially MS Office (Word, Excel, PowerPoint, Outlook, etc.).</p> <p>Experience of managing, analysing and presenting data in a creative, clear and accessible format.</p> <p>Proven experience of working in a senior administrative/project management capacity</p> <p>Proven track record of building positive relationships with Senior Managers and external stakeholders.</p> <p>Experience of creating, monitoring and collating data from excel spreadsheets.</p> <p>A clear understanding of issues pertaining to project development and preferably familiarity with the requirements of authorisation processes.</p> <p>Good interpersonal and networking skills, highly articulate team player.</p> <p>Strong project management and people management skills.</p> <p>Familiarity with using various CRM systems essential.</p> <p>High degree of accuracy in executing work.</p> <p>Ability to schedule work and deliver to tight deadlines</p>	<p>Experience of working with a third sector organisation.</p> <p>Experience of project management activities.</p> <p>Proven experience of working in an project management/senior administrative capacity at a management level.</p> <p>Experience of managing engagement with various stakeholder/partner cohorts</p> <p>Appreciation of the Justice infrastructure and related environments.</p> <p>Proven ability to multi-task under pressure, respond quickly to changing situations in complex project environments, prepare responses/narrative quickly and clearly and use personal initiative.</p>	<p>Interview</p>
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		Broader project communications experience and skills desirable	
<b>SKILLS &amp; ABILITIES</b>	<ul style="list-style-type: none"> <li>Understands confidentiality</li> <li>Building trust</li> <li>Working collaboratively and build positive working relationships</li> <li>Communicating effectively (verbal, non-verbal, written, digital)</li> <li>Problem solving/solution focused</li> <li>Flexible and adaptable</li> <li>Organisation and prioritisation</li> <li>Uses own initiative</li> <li>Adaptable to change</li> <li>Attention to detail</li> </ul>	Delivery and facilitation experience with ability to adapt training material and delivery for specific cohorts or delivery parameters.	Interview
<b>OTHER</b>	<ul style="list-style-type: none"> <li>Share Catch22 values</li> <li>Awareness of and commitment to Equity, Diversity and Inclusion</li> <li>Willing to travel and work flexibly</li> <li>Desire to develop and undertake training as required</li> </ul>	Full driving licence and the use of a car for work purposes.	Interview