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| Senior Operations Manager – Prison Violence Reduction Service (London) **Job Description and Personal Specification** | |
| **Role:** | Senior Operations Manager |
| **Place of work:** | Hybrid with travel across 3 sites across London; HMP Wandsworth, HMP Pentonville, HMP Feltham B​ |
| **Hours of work:** | 38 hours per week |
| **Salary/Grade** | Operations – People Manager |
| **Reports to:** | Assistant Director |
| **Level of screening:** | Enhanced DBS/ HMPPS Enhanced Level 1 vetting |

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| Where you fit in |
| This post presents an exciting opportunity to lead on the development and delivery of Catch22 Justice Contracts covering HMP Thameside services HMP Pentonville, HMP Feltham B. Focusing on contract management, performance monitoring and business development.  This role will be responsible for the delivery of the Catch22 Violence Reduction Service Unit across 3 sites.  Catch22 is piloting a Violence Reduction Service, and a Senior Operations Manager is an essential part of overseeing the day-to-day operations of the service which will focus on four specialist areas: Exploitation, Gangs, & Debt, Purposeful Activity, Mediation and Conflict Resolution (MCE), and Peer Mentoring PM). | |
| Main Duties & Accountabilities |

This will involve working in close partnership with key stakeholders within the prisons as well as internal/external criminal justice, health, education and voluntary sector services to promote and deliver our services and achieve the required outputs and outcomes.

This role will be responsible for ensuring all services within the contract are demonstrating impact, are contractually compliant and drive Catch22’s reporting mechanisms. The successful candidate will develop the service provision to ensure best practice and leading-edge services are available to all service users. They will be accountable for creating an environment in which staff are engaged and empowered to achieve greater impact and understand the strategic vision of Catch22.

The successful candidate will work alongside SMT & Business Development team to provide subject matter expertise to assist in the identification & tendering of future contracts. Thus, enhancing and expanding our custodial footprint.

This position offers the combination of having the managerial oversight of a Violence Reduction Service, whilst also working for a third sector organisation; a unique opportunity which only Catch22 as an organisation can currently offer.

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

* To ensure consistent high quality operational delivery of offender Violence Reduction Services to eligible offenders in line with HMPPS guidance and the local policy and procedures for HMP prisons.
* To manage and drive quality performance ensuring all key performance deliverables and contract expectations are met by embedding robust governance structures.
* To provide strategic oversight and management of Catch22’s strategic aims and objectives alongside those of the Service user.
* To be the central point of contact to offer and provide information, advice and guidance on the function of the Violence Reduction Service.
* To ensure communication and adhearance to service evaluation processes in line with commissioner responsibilitys
* To ensure accurate timely reporting meets the commissioner needs including key performance indicators.
* To deliver training, events and workshops to raise awareness of the service provision, best practice and service innovation to commissioners, stakeholders, and wider across Catch22.
* To collaborate with prisoners to ensure that they are involved in co-creating the service so that it addresses their priorities and needs and is accessible to all.
* To maximise the performance and retention of staff through regular staff supervision, performance management, training, and service/team meetings.
* To seek, build and create innovative service solutions and opportunities for organic growth.

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

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| What does good look like for this role? |

As a Senior Operations Manager you will be responsible for managing and supporting Team Leaders 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 address Service Users’ criminogenic needs.

‘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 with a variety of partnership organisations.
* Excellent communications skills with the ability to adapt messages to the audience receiving them and retain confidentiality at all times.

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| Head of Service: Person Specification | | | |
| **COMPETENCY** | **ESSENTIAL** | **DESIRABLE** | **ASSESSMENT** |
| **QUALIFICATIONS** |  | PQIP qualified and/or OASys trained.  Any qualification relevant to working with those in prison, for example criminology/CJ social care/Mental Health | Application |
| **KNOWLEDGE/ EXPERIENCE** | An understanding of models of evidence and methodologies in relation to offender rehabilitation. | Experience of working with high risk clients presenting violent/challenging behaviour.  Experience of planning, leading, delivering and evaluating activities and interventions for prisoners.  Proven ability to lead high performing teams within the custodial estate/Criminal Justice Sector. | Application/Interview |
| **SKILLS & ABILITIES** | Strong communication skills and ability to build and develop good working relationships at all levels.  Ability to assess information quickly and make sound judgments.  Experience and skills to lead a team, setting objectives and priorities and monitoring performance against agreed targets.  Ability to operate at a strategic level and develop innovative service solutions. | A track record of establishing project monitoring and evaluation frameworks.  Experience of data collection, analysis, the production of reports and summaries, using IT. | Application/Interview |