

Thank you for your interest in the role of Deputy Head of Service 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 Randle, Director of Justice at Catch22

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.





Deputy Head of Service—GMVS

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Salary From £35,875.00 per annum

Location Based at Greater Manchester Police HQ

Hours 37.5 hours per week

Contract Permanent

Interview 29th of May (Group) & 3rd of June (1-1)

Reports to Head of Service

Screening Enhanced DBS, Non-Police Vetting (NPPV—
Level 2)

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

As Deputy Head of Service, you will ensure the operational running of the service. You will be an inspirational compassionate leader who promotes the values, aims and objectives of Catch22 and shows an understanding and commitment to the needs of victims and witnesses and how the Victim Service can mostly effectively address these needs.

You will ensure the effective delivery of cope and recover services for victims and witnesses through the effective line management of team leaders responsible for the management of front line practitioners. .

You will maintain a close working relationship with Police partners, statutory services and voluntary agencies ensuring relationships are effectively managed and pathways of support for victims remain seamless to provide a high quality and consistent service.

About Your Role

- ♦ To provide operational oversight of the service.
- ♦ To assist the Head of Service in developing systems to ensure effective service delivery.
- ♦ In liaison with the Team Leaders ensure that all service users receive a high quality service, that reasonable steps are put in place to facilitate the best support to service users to help cope and recover from their experience as a victim.
- ♦ To maximise the performance and contribution of staff in meeting the objectives of the Victim Service through staff supervision, QPR's performance management, appraisal, and service/team meetings.
- ♦ To complete training schedules for the team
- ♦ To manage the recruitment cycle for the service including, induction, ongoing training and development of staff ensuring a consistent and dependable workforce
- ♦ To organise and lead the victim service team meetings ensuring full engagement from staff.

| | |
|----------------------------------|----------------------------|
| Career Family & Grade | Operations, Team Leader |
| Scale | National |
| Job Reference | REF3654D |
| Number | |
| Closing date | Friday 23rd of May at 1630 |

- ♦ To develop effective working arrangements with local Criminal Justice Services including Police, , NPS, CPS, the courts, Youth Offending Services, Court based Witness Service, Witness Care unit, CCG mental health commissioner, locality ASB leads and safeguarding leads. This to include developing and implementing where required interagency information sharing agreements
- ♦ To consistently review and continuously improve links to and relationships with primary referral providers including Police Officers in Charge, Crown Prosecution Services, Her Majesty's Court Services, third parties and victims of crime
- ♦ To manage complaints from service users and professionals in line with agreed local and Catch22 policies and procedures
- ♦ To ensure all adult and young people safeguarding risks are managed in accordance with policy and escalated through referrals and defensible disclosure to the relevant authority
- ♦ To work closely with specialist leads within the Victim Service to ensure appropriate referrals are routinely facilitated and victims are supported in congruence with specialist element of the service
- ♦ Supervise and implement the staff rota and ensure phone line cover at all times
- ♦ To support and attend management and review meetings, contributing as required



- ♦ To ensure that relevant delivery plans and reviews are in place within the required time-scales and reports to the Head of Service are prepared in a timely fashion, using established monitoring systems.
- ♦ To ensure that team processes are implemented consistently working with the team leaders to ensure they are enforced and regularly reviewed
- ♦ To ensure systems and processes are in place to risk assess and risk manage all static and dynamic factors relating to each service users case.
- ♦ In liaison with the Head of Service and Team Leaders to develop, through excellent leadership, an effective culture of team working – including appropriate delegation of tasks and duties according to job descriptions and levels of responsibility.
- ♦ To promote a learning culture within the Victim Service environment sharing best practice and cross team learning within the team, including case studies for reports and lessons learnt.
- ♦ To develop, implement, monitor and audit protocols and policies relating to the management of information/ case management/victim pathway and signposting/ record management and proactive alerts and safeguarding/risk management procedures. This to include ensuring service compliance with all statutory legal obligations.
- ♦ To actively promote the Victim Service at stakeholder events and through joint communications strategy between Catch22 and the commissioners
- ♦ To maintain a strategic knowledge base and understanding of the Victims Code and around changes in legislation pertaining to the rights of victims and witnesses.
- ♦ Ensure the Victim Service brand is widely and regularly publicised, managing any public relations issues and ensuring the service has an excellent reputation.
- ♦ To manage a team rota to ensure the operational needs of the service are covered and maintained at all times
- ♦ Attends Catch22 and Victim Service networking events as and when required.

What does good look like for this role?

As the Deputy Head of Service, with responsibility to provide operational oversight and effective running of the Victim Service, you will have a great opportunity to be involved in a number of varied projects working at the heart of the delivery of our strategic ambition. Good will look like the following:

- ♦ A confident, compassionate, professional who responds positively to pressure and change
- ♦ Ability to build and manage relationships work collaboratively, share knowledge and skills to deliver shared goals
- ♦ Working collaboratively across the whole of Catch22 to ensure we make best use of our wealth of skills and experience.
- ♦ Excellent communication skills with the ability to influence key stakeholders and maintain confidentiality at all times.



Organisational Relationships

- ◆ Reports to Head of Service
- ◆ Line management responsibility for Team Leaders and Administrator.
- ◆ Liaises closely with key stakeholders such as Directors, Assistant Directors, Service Managers, People Partners, Employees, Volunteers, Commissioners, and Representatives of other local stakeholder groups.



| COMPETENCY | ESSENTIAL | DESIRABLE | ASSESSMENT |
|-------------------------------|--|---|--------------------------------|
| QUALIFICATIONS | <p>Educated to good standard, including as a minimum GCSE level English and maths</p> <p>Evidence of continual professional development</p> | <p>A recognised management qualification/or willing to work towards</p> | |
| KNOWLEDGE/ EXPERIENCE | <p>Experience of managing, supporting and supervising staff including performance management, in line with the Organisations policies.</p> <p>Experience of leading a team that work with vulnerable people.</p> <p>A team oriented mindset</p> <p>Experience of developing and managing risk assessment procedures for service users</p> <p>Experience and ability of working in a multi-agency context</p> <p>An understanding of the importance of evaluation and service user participation</p> <p>Evidence of delivering / contributing towards high quality support services</p> | <p>Experience of working with victims</p> <p>Knowledge and understanding of the criminal justice agenda</p> <p>Experience of working with high risk clients who can be disadvantaged and socially excluded</p> <p>Knowledge of victim and witness system and recent policy in relation to service users</p> <p>A good understanding of the National Victim and Witness Code model and working practices</p> | <p>Application / Interview</p> |
| SKILLS & ABILITIES | <p>Ability to manage high standard of performance</p> <p>Excellent time management skills</p> <p>Skills in planning and coordination</p> <p>The ability to listen and to communicate effectively and to high standard both verbally and in writing</p> <p>To be able to monitor the work of others and ensure accurate records are kept</p> <p>Skills in networking and maintain positive relationships with key stakeholders</p> <p>Support staff in managing appropriate boundaries and maintain confidentiality</p> <p>Competent in the use of IT including windows, Excel and PowerPoint</p> | <p>Ability to work as part of a team and use own initiative</p> | <p>Application / Interview</p> |



| COMPETENCY | ESSENTIAL | DESIRABLE | ASSESSMENT |
|--------------|--|-----------|-------------------------|
| OTHER | <p>An awareness and commitment to equality and diversity</p> <p>Ensure compliance with legal, ethical, regulatory and social requirements</p> <p>An understanding of health and safety issues</p> <p>A commitment and willingness to make a positive contribution to the development and maintenance of a high quality service</p> <p>Willing to travel and work flexibly including unsocial hours when required to meet the needs of the service.</p> | | 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 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](#).

"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."

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.

