

## **Job Description**

**Job Title:** Head of CFO Activity Hub

**Reports to:** Assistant Director of Justice

**Grade Band :** C

**Location:** Home Based

### **Purpose**

This post holder will take responsibility for the contractual performance, financial oversight and quality and compliance of the HMPPS CFO Activity Hubs contracts across Shaw Trust. Working with the Assistant Director of Justice and Head of Operational Development to identify operational issues within the contract areas and supporting the CFO Activity Hub Regional Managers to ensure that Shaw Trust and our subcontractors provide an equitable service to offenders engaging in the Activity Hub provision which is of the highest quality. To create and manage comprehensive Performance Improvement Plans at a national and regional level, reporting progress to the Assistant Director of Justice. Lead on performance review meetings with HMPPS and internal delivery teams, when appropriate. Work strategically with key partners at a senior level, including HMPPS, Prison estates and National Probation Service to ensure joined up approach to HMPPS CFO delivery. Working closely with operational and support functions including, Quality Assurance, Finance, HR, ICT to coordinate effective activity.

### **Main Duties and Responsibilities**

1. Manage the delivery of the CFO Activity Hub contracts to meet contractual and financial targets, and quality and compliance standards;
2. Manage risk registers and issues logs ensuring suitable risk mitigation is in place and adhered to.
3. Drive performance and manage delivery of the contract to ensure all delivery targets and KPIs are achieved
4. Work with the Assistant Director of Justice and Commercial Managers to ensure all financial income and expenditure targets are met and commissioner funding regulations are adhered to
5. Line manage the Regional Managers and Network Development Managers to ensure direct operational aims are met through regular monitoring of performance, support of performance management activity and delivery development and planning
6. Working closely with the Commercial Managers, ensure contractual obligations are adhered to and sub-contractors are effectively managed through ISPA creation, adherence and monitoring in line with ESF Regulations, Merlin and Market Stewardship principles

7. Create and manage national Performance Improvement Plans (PIPs), identifying effective bespoke solutions and appropriate timescales
8. Translate national PIPs into regional PIPs, providing robust rationale for prioritisation of implementation
9. Support Regional Managers and Network Development Managers to create and implement PIP activity with staff and sub-contractors where required
10. Identify best practice through ongoing activity and sharing this with HoOD for national roll out
11. Working with HoOD to inform contractual development plans through the identification of need in regional areas
12. Understand and adhere to all responsibilities to ensure that the quality requirements Quality Assurance Frameworks, the prime contractor, funding body, Investors In People, OFSTED, DWP Quality Framework, Matrix, Merlin, ESF or any other contract stakeholder, are maintained.

### Other

1. To undertake any further training as identified in the Shaw Trust review procedures.
2. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
3. Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts of omissions whilst at work. Employees are also required to co-operate with their employer to enable them to perform or comply with any statutory provisions. The Trust's efforts to promote a safe and healthy working environment can only succeed with the full co-operation of its employees.
4. To understand, comply with and promote Shaw Trust's safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the 5 Rs in relation to possible abuse: Recognition, Response, Reporting, Recording and Referral. The Trust can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.
5. The Trust has a Diversity and Inclusion Policy and it is the responsibility of all staff to comply with this. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct.
6. To maintain the confidentiality about clients, staff and other Trust business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act at all times.
7. To maintain awareness of risk and to take personal responsibility for ensuring that the Trust is not unnecessarily exposed to risk. To report any issues or concerns relating to risk and the effectiveness of the Trust's risk management arrangements.

8. Be aware of, promote and implement Shaw Trust's Risk, Quality and Information Security Management Systems.
9. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
10. Recycle and manage energy within your environment in line with Shaw Trust's Strategic aim to adopt green approaches and become carbon neutral.

This job description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with the line manager. The post holder may be asked to carry out any other delegated duty or task that is in line with their post.

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| <p align="center"><b>Person Specification</b></p> <p align="center"><b>Job Title: Manager &amp; Functional Expert</b></p> <p align="center">(E=Essential D=Desirable)</p>  |
| <p><b>SKILLS AND CORE COMPETENCIES</b></p>   |
| <p><b>Technical competency (qualifications and training)</b></p> <ul style="list-style-type: none"> <li>Educated to degree level and/or significant experience within a relevant field. <b>(E)</b></li> <li>Management qualifications e.g. ILM <b>(D)</b></li> <li>Supply chain and procurement qualification e.g. CIPS <b>(D)</b></li> </ul>  |
| <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>Significant experience of end to end contractual management, including people management <b>(E)</b></li> <li>Robust understanding of CFO contracts <b>(D)</b></li> <li>A clear understanding of the contractual and performance management requirements of larger scale contracting including supply chain management <b>(E)</b></li> <li>Experience in the criminal justice sector, with a sound knowledge of the operation of prisons and community rehabilitation services. <b>(D)</b></li> <li>Experience working within or with a wide range of partners, including public, private and voluntary sector agencies. <b>(D)</b></li> <li>Relevant experience of working at a management level in large third sector or commercial organisation <b>(E)</b></li> <li>Successful track record in building strategic relationships with key stakeholders <b>(E)</b></li> <li>Track record of successfully delivering frontline services for multiple sites, against challenging contractual targets <b>(E)</b></li> <li>Recent and relevant subject knowledge of service delivery in one or more of the of the following areas: employability, learning and skills, disability, ex-offender support, children's services, social services, or health related services <b>(E)</b></li> </ul> |

### **Skills and Attributes**

- Excellent IT skills, including familiarity with Microsoft Office software and previous experience of working with databases. **(E)**
- Ability to manipulate and translate complex data **(E)**
- Excellent verbal and written skills and ability to communicate concisely and effectively and confidence to present at senior level **(E)**
- Strong commercial acumen and project management capability. **(E)**
- Ability to lead, taking a supportive and open approach with the ability to motivate and inspire. **(E)**
- Embraces change and drives continuous improvement **(E)**
- People centred in a commercial framework, takes accountability for results **(E)**
- Demonstrates a passion to further the charitable aims of the organisation and acts with integrity **(E)**
- Collaborates and unites with others behind the organisations mission **(E)**
- Self-management – the ability to manage workload effectively **(E)**

### **Personal qualities, communicating and relating to others**

- Excellent interpersonal, communication and presentation skills.**(E)**
- Ability to work on own initiative, as well as in consultation and negotiation with senior managers and other stakeholders as required **(E)**
- Able to demonstrate being highly organised, have good planning skills and be able to deliver to agreed target dates.**(E)**
- Copes well in a rapidly changing environment **(E)**
- Flexible, adaptable and innovative **(E)**
- Relationship management – develop and maintain productive relationships with your Team, Management, Clients, Partners, Sub contractors and all key stakeholders **(E)**
- To adopt a co-operative approach to delivery by maintaining and promoting effective communications, sharing good practice across the organisation and externally. **(E)**

### **Safeguarding**

- Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. **(E)**
- This post requires a Disclosure and Barring Service Check at a enhanced level **(E)**

**Other**

- Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity **(E)**
- Good understanding of disability issues **(E)**
- Ability and willingness to undertake extensive travel throughout the UK, including possible overnight stays **(E)**