

## Job Description

**Job Title: In Custody Team Leader**

**Reports to: Regional Manager**

**Location: Homebased**

**Purpose:** To line manage a team of In Custody Advisers, overseeing IAG delivery. Responsibility for monitoring and reporting team performance, working closely with the Regional Manager to identify performance improvement actions at individual and establishment level. Leading on staff training and development and quality assurance processes. Providing Adviser cover where required, in the event of annual leave, sickness, or staff turnover.

### **Main Duties and Responsibilities**

This is a general description. The emphasis on duties may vary depending on the work location, training, experience, and support.

- Support, guide, supervise and line manage a team of In Custody Advisers.
- Assess the training and support needs of team members and ensure that these are appropriately addressed.
- Lead team meetings and individual performance reviews.
- Actively manage and monitor the team's achievement of daily, weekly, and monthly performance targets, reporting to Regional Manager in a timely manner as required.
- Ensure all team members are accountable for timely, accurate and high-quality data input onto performance templates, including monitoring of KPI and MI contract requirements.
- Ensure Advisers adherence to Prospects and HMPPS policies and procedures.
- Conduct regular reviews with staff, ensuring they are working towards and achieving individual and team targets.
- Monitor performance to ensure this is in line with contractual requirements.
- Review all client feedback and use this to inform Continuous Improvement Planning in conjunction with the HMPPS.
- Ensure that risk is robustly identified and managed throughout IAG provision.
- Assume Adviser delivery should it be required on an interim basis, in the event of annual leave, sickness or turnover.
- Understand and adhere to all responsibilities in relation to Matrix, ISO9001, Investors in People, OFSTED to ensure that quality requirements are met.
- Employer engagement: working collaboratively with Advisers, Prison Employment Leads, partners, and employers to broker opportunities for prisoners in custody, on ROTL and through the gate.

- Represent and promote Prospects Services in a professional and commercial manner, attending meetings, and working effectively with other agencies.

## 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.

<p><b>Person Specification</b></p> <p><b>Job Title:</b></p> <p>(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>• Hold, as a minimum, Level 4 Diploma in Careers Information and Advice or NVQ 4 in Advice &amp; Guidance (D)</li> <li>• Level 2 English and Maths or equivalent (E)</li> <li>• Willing to undertake professional training to maintain standards and support CPD (E)</li> </ul>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Demonstrable experience of leading a team of staff to achieve contract objectives and KPIs. (E)</li> <li>• Demonstrable experience of motivating and supporting individuals with multiple and complex needs to overcome barriers and progress towards education, training, and employment. (E)</li> <li>• Proven experience of achieving – and supporting others to achieve - qualitative and quantitative targets. (E)</li> <li>• Experience with data entry, monitoring and analysis to drive performance. (E)</li> <li>• Experience of leading teams supporting offenders in custody and/or community to progress towards education, training, and employment. (D)</li> <li>• Experience of quality improvement activity, including observations and audits. (D)</li> </ul>
<p><b>Skills and Attributes</b></p> <ul style="list-style-type: none"> <li>• Able to motivate and lead others. (E)</li> <li>• Strong communication and negotiation skills, able to build relationships with stakeholders to achieve programme aims. (E)</li> <li>• Proactive identification and resolution of risks and issues. (E)</li> <li>• ICT proficiency including all major Microsoft applications. (E)</li> <li>• Able to demonstrate a resilient and robust approach to working within challenging and unpredictable environments. (D)</li> </ul>
<p><b>Personal qualities, communicating and relating to others</b></p> <ul style="list-style-type: none"> <li>• Self-management – manage workload effectively (E)</li> <li>• Relationship management – develop and maintain productive relationships with your Team, Management, Clients, Partners, Sub contractors and all key stakeholders. (E)</li> <li>• Customer and Employer focused – committed to understanding client aspirations, supporting their needs. (E)</li> </ul>
<p><b>Safeguarding</b></p> <ul style="list-style-type: none"> <li>• Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. (E)</li> <li>• This post requires a Disclosure and Barring Service Check at a basic level (E)</li> </ul>

**Other**

- Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity. (E)