

## Job Description

**Job Title:** CFO Delivery Manager

**Reports to:** Regional Manager

**Grade Band:** D

**Location:** Peterborough Activity Hub , East of England with travel when required

### Purpose

Leading and managing the operational delivery of CFO Evolution in-custody and non CFO Hub community, ensuring all performance, MI, quality and compliance requirements are achieved.

### Main Duties and Responsibilities

1. Overseeing the smooth day-to-day running of the CFO Wings and Core/Feeder Prison staff (where applicable) including ensuring timetabling of activities is in place, in conjunction with prison processes
2. Oversee assessment of eligible offenders and 1-2-1 case management activity, ensuring robust Action Plans are put in place and are regularly reviewed, driving achievement of programme objectives.
3. Risk/safeguarding management on the Wing and in community locations, and the reporting and escalation of any incidents (in addition to prison/probation/location process), ensuring that staff have the relevant resources and support to deliver the service.
4. Line manage, support and guide, a team of CFO Support Workers and Evolution Wing Facilitators.
5. Monitor and manage attendance and performance of team and guide them individually on best practice and achieving individual targets.
6. Create a culture of continuous improvement.
7. Identify training needs of staff and arrange appropriate training to support with continuous professional development.
8. Attendance at HMPPS/Prison contract meetings.
9. Building, managing and maintaining stakeholder and multi agency relationships within the prison to ensure a 'whole prison approach', better pathway partnership working, no duplication of services and a steady flow of referrals.
10. Building, managing, and maintaining community stakeholder relationships to ensure a steady flow of referrals e.g., Probation, Commissioned Rehabilitative Service (CRS) providers, approved premises, courts
11. Sourcing and managing all training providers in line with commissioner 's and internal procurement processes and guidance.
12. Develop referral pathways and joint working protocols within the prison and community, to maximise the identification of eligible participants and minimising duplication of resources.

13. Support effective communication between prison and community teams, subcontractors and other support agencies to ensure a smooth through-the gate-transition for participants.
14. Work with the prison, and prisoners to collate prison need to feed into local needs analysis. Ensure needs analysis is shared with the Regional Manager and the Head of Quality and Innovation.
15. Brokering employer relationships to ensure employment targets are met.
  
16. Identify innovative and new ways of working, to support identified prisoner need.
17. Ensuring contract compliance and performance expectations are met on a monthly basis by setting targets/expectations for frontline delivery staff and managing them against the Performance Management Framework (PMF).
18. Ensure all team members are accountable for timely, accurate and high-quality data input onto CATs+, the commissioners case management recording system , including daily monitoring of key performance, data integrity and exception reports.
19. Work closely with the prison's Senior Management Team to ensure that CFO Evolution is an embedded service with reception/inductions and the core prison offer – e.g., attendance at HMP hosted meetings such as: Reducing re-offending meetings.
20. Hosting/attending industry events including education, training and employment (ETE) open days.
21. Work closely with the community stakeholders to ensure that CFO Evolution is an embedded service within probation, CRS and offender facing community provision, and complements rather than duplicates provision.
22. Feed into relevant processes and documents such as Continuous Improvement Plan, Self-Assessment Reports, Social Value Action Plan.
23. Monthly checks/audits of the Evolution Wing Facilitators and CFO Support Workers against the Management Assurance Framework (MAF) – e.g., observations, caseload reviews, file audits.
24. Liaising and overseeing Supply Chain Partner delivery in custody and escalating any issues/concerns/Good News Stories to the Regional Manager.
25. Take on a caseloads should it be required on an interim basis, in the event of annual leave, sickness or staff turnover.
26. Ensure the team's adherence to Shaw Trust and HMPPS policies and procedures
27. Work collaboratively with HMPPS CFO Evolution Contract Performance Manager, Quality Assurance & Data Integrity Team, Finance Team and subcontractor teams to ensure standardised approaches to delivery.

## 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>  <b>Job Title: CFO Delivery Manager</b>          (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>• IAG qualification e.g. NVQ Information, Advice and Guidance, PTLLS L3 <b>(D)</b></li> <li>• Management training/qualification or equivalent experience . <b>(E)</b></li> </ul>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Demonstrable experience of successfully achieving individual and team targets. <b>(E)</b></li> <li>• Experience of supporting, motivating, and engaging others . <b>(E)</b></li> <li>• Experience of effective performance management. <b>(E)</b></li> <li>• Experience of working with data. <b>(E)</b></li> <li>• Experience in coaching and leading a team to drive success in a challenging and target driven environment. <b>(D)</b></li> <li>• Demonstrable experience of leading a team that can motivate and support individuals with multiple and complex needs to overcome barriers and progress towards education, training and employment. <b>(E)</b></li> <li>• Experience with data entry, monitoring and analysis to drive performance. <b>(E)</b></li> </ul>
<p><b>Skills and Attributes</b></p> <ul style="list-style-type: none"> <li>• Embraces change and drives continuous improvement. <b>(E)</b></li> <li>• People centred in a commercial framework, takes accountability for results. <b>(E)</b></li> <li>• Demonstrates a passion to further the charitable aims of the organisation and acts with integrity. <b>(E)</b></li> <li>• Collaborates and unites with others behind the organisations mission. <b>(E)</b></li> <li>• Provides a best-in-class service to all customers internal and external. <b>(E)</b></li> <li>• Knowledge of the local labour market and local disadvantaged groups. <b>(E)</b></li> <li>• Flexible to cope with the varying demands of the role, managing time effectively to achieve the desired results. <b>(E)</b></li> <li>• Administration and organisational skills with good experience of using Microsoft office systems. <b>(E)</b></li> <li>• Experience in the criminal justice sector, with a sound knowledge of the operation of prisons, probation and community rehabilitation services. <b>(D)</b></li> <li>• Ability to demonstrate a commitment to risk management, with practical implementation of reduction measures and ongoing reassessment. <b>(D)</b></li> <li>• Able to demonstrate an awareness of restorative justice with a commitment to the rehabilitative approach. <b>(D)</b></li> <li>• Proactive identification and resolution of risks and issues. <b>(E)</b></li> <li>• Able to demonstrate a resilient and robust approach to working within challenging and unpredictable environments. <b>(D)</b></li> </ul>
<p><b>Personal qualities, communicating and relating to others</b></p> <ul style="list-style-type: none"> <li>• Good communication, negotiation and presentation skills. <b>(E)</b></li> <li>• Works well in a team and independently and stays focused under pressure. <b>(E)</b></li> <li>• Able to build and maintain effective working relationships. <b>(E)</b></li> </ul>

## 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 an Enhanced level **(E)** and successfully passing prison vetting

## Other

- Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity . **(E)**
- Have access to own transportation to travel to delivery locations across the region **(E)**