

Job Description

Job Title: CFO Hub Manager
Reports to: Regional Manager
Grade: D
Location:

Purpose

Day to day performance and delivery of the CFO Evolution team of Support Workers (SWs), and Supply Chain Partners. Managing the referral process and securing successful referral avenues with key stakeholders within the justice sector.

Main Duties and Responsibilities

1. Smooth day-to-day running of the Hub and Pop-Up (where applicable) e.g., hosting daily risk meetings, timetabling of activities, risk/safeguarding management in the Hub and the reporting and escalation of any incidents to the Regional Manager; ensuring Hub is clean and tidy in line with expected standards , Hub Health and Safety (H&S) and flagging/actioning any H&S risks/issues.
2. Line management for the Hub staff.
3. Monitor and manage attendance and performance of team and guide them individually on best practice and achieving individual targets.
4. 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.
5. 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.
6. Create a culture of continuous improvement.
7. Identify training needs of staff and arrange appropriate training to support with continuous professional development.
8. Encouraging continued engagement of participants through the provision of regular and varied activities as per participant needs.
9. Building, managing, and maintaining stakeholder relationships to ensure a steady flow of referrals e.g., Probation, Commissioned Rehabilitative Service (CRS) providers, approved premises, courts.
10. Develop referral pathways and joint working protocols within local community, to maximise the identification of eligible participants and minimising duplication of resources.
11. Ensuring contract compliance expectations are met on a monthly basis by setting targets/expectations for frontline Hub delivery staff and managing them against the Performance Management Framework (PMF).
12. Monthly checks/audits of the Support Workers against the Management Assurance Framework (MAF) (e.g., observations, caseload reviews, file audits).
13. Brokering employer relationships to ensure employment targets are met.
14. Attendance at HMPPS contract meetings.

15. Support effective communication between prison and community teams, subcontractors and other support agencies to ensure a smooth through-the gate-transition for participants.
16. Identify innovative and new ways of working, to support identified participant need.
17. Sourcing and managing all training providers in line with commissioner 's and internal procurement processes and guidance.
18. Feed into relevant processes and documents such as Continuous Improvement Plan, Self-Assessment Reports, Social Value Action Plan.
19. Liaising and overseeing Supply Chain Partner delivery in hubs and escalating any issues/concerns/Good News Stories to the Regional Manager.
20. Take on a caseloads should it be required on an interim basis, in the event of annual leave, sickness or staff turnover.
21. Ensure the team's adherence to Shaw Trust policies and procedures
22. 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 always meet the requirements of the Data Protection Act.
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>Person Specification Job Title: CFO Hub Manager (E=Essential D=Desirable)</p>
<p>Technical competency (qualifications and training)</p> <ul style="list-style-type: none"> • IAG qualification e.g. NVQ Information, Advice and Guidance, PTLLS L3 (D) • Management training/qualification or equivalent experience . (E)
<p>Experience</p> <ul style="list-style-type: none"> • Demonstrable experience of successfully achieving targets. (E) • Experience of supporting, motivating, and engaging others. (E) • Experience of effective performance management. (E) • Experience of working with data. (E) • Experience in coaching and leading a team to drive success in a challenging and target driven environment. (D) • 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. (E) • Experience with data entry, monitoring and analysis to drive performance. (E)
<p>Skills and Core Competencies</p> <ul style="list-style-type: none"> • 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) • Provides a best-in-class service to all customers internal and external. (E) • Knowledge of the local labour market and local disadvantaged groups. (E) • Flexible to cope with the varying demands of the role, managing time effectively to achieve the desired results. (E) • Administration and organisational skills with good experience of using Microsoft office systems. (E) • Experience in the criminal justice sector, with a sound knowledge of the operation of probation and community rehabilitation services. (D) • Ability to demonstrate a commitment to risk management, with practical implementation of reduction measures and ongoing reassessment. (D) • Able to demonstrate an awareness of restorative justice with a commitment to the rehabilitative approach. (D) • Proactive identification and resolution of risks and issues. (E) • Able to demonstrate a resilient and robust approach to working within challenging and unpredictable environments. (D) •

Personal qualities, communicating and relating to others

- Good communication, negotiation and presentation skills. **(E)**
- Works well in a team and independently and stays focused under pressure. **(E)**
- Able to build and maintain effective working relationships. **(E)**

Safeguarding

- 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)**

Other

- Understand and be able to demonstrate a commitment to Equality, Diversity and Inclusion. **(E)**