

## Job Description

**Job Title:** Hub Manager – CFO Activity Hubs

**Reports to:** Regional Manager

**Salary:** £28,000 to £30,000

**Location:** Peterborough and Norwich

### Purpose

A Hub Manager who will be responsible for the day to day performance and delivery of their team of Support Workers, Interventions Facilitators and Supply Chain Partners. Managing the referral process and securing successful referral avenues with key stakeholders within the justice sector. You need to enable and encourage your staff to be highly professional, organised and have the uppermost communication skills, to support the progression of this hard to help client group.

You will support your team to successfully deliver bespoke interventions within the Activity Hub and secure successful referral routes to external support services. Your role will involve the scheduling and coordination of all activities taking place within the hub. You will support with the management of risks, safeguarding and health and safety.

You will develop and oversee the quality of delivery within our hub locations which include, volunteers; employment led support; as well as integrated delivery with family support services, housing services and local government services.

### Main Duties and Responsibilities

1. Ensure that all our direct reports meet or exceed performance and contractual targets whilst meeting or exceeding all external standards with all compliance audits and reviews, ensuring clear action plans are followed for improvement as appropriate.
2. Analyse and share regular reports/MI to the team, identifying trends that impact on effective delivery of contract.
3. Control and manage all financial aspects of the sites, ensuring that all transactions are appropriate, validated and regularly monitored.
4. In conjunction with the Regional Manager maintain working relationships with local stakeholders including local authorities, health service providers, local release prisons, National Probation Service and the voluntary and community sector to ensure access to service for participants at a local level within our Hubs.
5. Facilitate the involvement of participants directly in design, delivery, and evaluation of our services.
6. Manage team understanding of the CATS systems that enable a clear focus on performance, quality, finances, compliance, and equalities.

7. Communicate and motivate team(s) to ensure employees achieve and realise their true potential, ensuring that succession and continuity planning is in place for all skills and levels.
8. Set personal development and performance targets for direct reports and ensure these are met, and ensure appropriate corrective action is taken if targets are not being achieved.
9. Ensure that the business strategy is communicated to the local team so that staff understand and support the organisations growth.

## 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 align="center"><b>Person Specification</b></p> <p align="center"><b>Job Title:</b></p> <p align="center">(E=Essential D=Desirable)</p>
<p><b>SKILLS AND CORE COMPETENCIES</b></p> <ul style="list-style-type: none"> <li>• Embraces change and drives continuous improvement (E)</li> <li>• People centred in a commercial framework, takes accountability for results (E)</li> <li>• Demonstrates a passion to further the charitable aims of the organisation and acts with integrity (E)</li> <li>• Collaborates and unites with others behind the organisations mission (E)</li> <li>• Provides a best in class service to all customers internal and external (E)</li> </ul>
<p><b>Technical competency (qualifications and training)</b></p> <ul style="list-style-type: none"> <li>• Management training/qualification. (D)</li> </ul>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Demonstrable experience of successfully working to targets (E)</li> <li>• Experience of supporting, motivating, and engaging others. (E)</li> <li>• Experience in coaching and leading a team to drive success in a challenging and target driven environment. (D)</li> <li>• Experience of effective performance management (E)</li> </ul>
<p><b>Skills and Attributes</b></p> <ul style="list-style-type: none"> <li>• Knowledge of the local labour market and local disadvantaged groups. (E)</li> <li>• Flexibility to cope with the varying demands of the role, managing time effectively to achieve the desired results and willing to travel with possible overnight stays. (E)</li> <li>• Good administration and organisational skills with good experience of using office systems. (E)</li> <li>• Experience in the criminal justice sector, with a sound knowledge of the operation of prisons and community rehabilitation services (D)</li> </ul>
<p><b>Personal qualities, communicating and relating to others</b></p> <ul style="list-style-type: none"> <li>• Good communication and presentation skills (E)</li> <li>• Works well in a team and stays focused under pressure (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)**
- Able to travel extensively, with possible overnight stays.**(E)**