

Job Description

Job Title: Operational Improvement Manager

Reports to: Head of CFO Performance

Salary: £45,000 to £50,000

Location: Home based

Purpose

1. This post holder will take responsibility for the implementation of operational improvement activity across the CFO3 contracts. Working with the Head of CFO Performance and Head of Operational Development to identify operational issues within the contract areas and supporting the CFO Regional Managers to ensure that Shaw Trust and our subcontractors provide an equitable service to offenders in custody and community which is of the highest quality. To create and manage comprehensive Performance Improvement Plans at a national and regional level, reporting progress to Head of CFO Performance. Lead on performance improvement strategies and ensuring the consistency across all CFO3 contract package areas. Contribute where applicable to performance review meetings with HMPPS and internal delivery teams, when appropriate. Work strategically with key partners at a senior level, including HMPPS, Community Rehabilitation Companies 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. Using a variety of sources, work with the HoCFOP and HoOD to identify areas requiring operational performance improvement across the contracts
2. Create and manage national Performance Improvement Plans (PIPs), identifying effective bespoke solutions and appropriate timescales
3. Translate national PIPs into regional PIPs, providing robust rationale for prioritisation of implementation
4. Work closely with Regional Managers to implement PIPs and achieve targets, taking joint responsibility for outcomes, and managing the reporting of progress
5. Support Regional Managers and Supply Chain Managers to create and implement PIP activity with sub-contractors where required
6. Set challenging targets for regional improvement, becoming involved in all aspects of activity as is necessary to achieve aims.

7. Prepare for comprehensive monthly operational improvement updates with the Senior Management team and contribute to HMPPS quarterly and monthly review where PIP activity is ongoing in the specific region.
8. Identify best practice through ongoing activity and sharing this with HoOD for national roll out
9. Working with HoOD to inform contractual development plans through the identification of need in regional areas
10. 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.

<p align="center">Person Specification</p> <p align="center">Job Title:</p> <p align="center">(E=Essential D=Desirable)</p>
<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 clients internal and external(E)
<p>Technical competency (qualifications and training)</p> <ul style="list-style-type: none"> • Management qualifications e.g. ILM (D) • Supply chain and procurement qualification e.g. CIPS (D)
<p>Experience</p> <ul style="list-style-type: none"> • Minimum 3 years' experience of end to end contractual management (E) • Robust understanding of CFO contracts (D) • A clear understanding of the contractual and performance management requirements of larger scale contracting including supply chain management (E) • Experience in the criminal justice sector, with a sound knowledge of the operation of prisons and community rehabilitation services. (D) • Excellent people manager and communicator with strong negotiation and influencing skills. (E) • ICT proficiency including all major Microsoft applications. (E) • Experience working within or with a wide range of partners, including public, private and voluntary sector agencies. (D)
<p>Skills and Attributes</p> <ul style="list-style-type: none"> • Self-management – the ability to manage workload effectively (E)
<p>Personal qualities, communicating and relating to others</p> <ul style="list-style-type: none"> • 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 basic level **(E)**

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)**