

Post: In Custody Regional Manager

Job Purpose: To lead and manage the operational delivery of I AG contracts in custody, ensuring all MI, quality and compliance requirements are achieved. Developing and maintaining strong relationships with key stakeholders within HMPPS to support business development and growth within the Justice sector.

Location: London

Line Manager: Operations Director

Job Category: Adults Workforce: any position that involves working/volunteering with adults.

DBS Disclosure: Enhanced

To comply with and understand Prospects safe guarding policy and procedures and take action as appropriate in relation to children and vulnerable groups regarding matters of safety, protection and wellbeing.

Prospects is committed to promoting equality of opportunity, valuing diversity and eliminating discrimination, as a core value.

Job Description

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

- Ensure adherence to the company's equalities and diversity policy.
- To lead and manage the Information, Advice and Guidance (IAG) team in London, providing personal and professional development, training and mentoring opportunities.
- To negotiate bespoke service delivery models with regional lead and individual establishment managers.

prospects

- Ensure that MI requirements for the contract are achieved in each establishment.
- Network extensively across the region with key stakeholders including HMPPS, New Futures Network, CRC's, DWP and National Probation Service, to ensure holistic and effective delivery of a high-quality service and supporting multi-agency initiatives.
- Employer engagement; working collaboratively with Advisers, Employer Engagement Coordinators, partners and employers to broker opportunities for prisoners in custody, on ROTL and through the gate.
- To ensure all quality and compliance requirements (including Matrix, CIF and Ofsted) for the contract are adhered to, reviewed, monitored and achieved.
- Work closely with prison SMT, supporting and contributing to learning walks and joint observations.
- Provide regular performance reports to regional and local Learning and Skills Managers, Heads of Reducing Reoffending and Governors. Contributing to (and producing where required) annual Self-Assessment Reports.
- Responsible for recruiting suitably experienced and qualified staff to work as part of the in-custody IAG team. Conducting interviews and supporting colleagues from other regions with recruitment.
- To allocate appropriate resource to individual establishments and manage performance against MI/contract requirements.
- Ensure that quality, innovation and challenge is at the forefront of all service delivery.
- Work closely and creatively with HMPPS and other stakeholders to secure existing and new business.
- Meet all standards for quality of service; safeguarding, information and data security, and any other standards to meet contract requirements.
- Represent and promote Prospects Services in a professional and commercial manner, working effectively with other agencies.
- Other duties commensurate with the level and nature of the post.

Personal Specification

- A highly competent individual with extensive networks and contacts, with presence and a well-regarded reputation in their field and experience of managing delivery or projects in the area.
- A high performing manager with an excellent track record in performance management of large-scale contracts and achieving profitability year on year.
- An individual with strong interpersonal skills, together with excellent relationship management skills.
- An effective negotiator, able to persuade and influence contractors, stakeholders and colleagues alike.
- Aware of government policies in the employment and skills sector and implications for the business .
- Evidence of sound business acumen and experience of winning and/or managing substantial new business in current role.
- An individual with drive, infectious enthusiasm and energy to take on dual roles and multiple contracts.
- A highly organised, dynamic innovator with excellent communication and IT skills .
- Politically sensitive, intuitive and creative in terms of service delivery .
- Solution focused, proactive with a 'can do' attitude.
- Some travel outside the region.
- Commitment to delivering quality services and adhering to the Ofsted common inspection framework.
- An understanding of and commitment to promoting equality and diversity.

Education and Qualifications

- Hold, as a minimum, Level 4 Diploma in Careers Information and Advice or NVQ 4 in Advice & Guidance.
- Level 2 English and Maths or equivalent .
- Preferable – Level 3 or above Management/ILM qualification or equivalent.
- Willing to undertake professional training to maintain standards and support CPD.