Job Description

Job Title: Regional Manager – CFO Activity Hubs
Reports to: Head of CFO Performance
Salary: £35,000 to £40,000
Location: East of England

Purpose

This post holder will take responsibility for the contractual performance, financial oversight and quality and compliance of the HMPPS CFO Activity Hubs programme. Provide line management and leadership to Hub Managers, Network Development Managers, and Intervention Facilitators. Lead and/or contribute to performance review meetings with HMPPS Shaw Trust delivery teams, the Network Development Manager and supply chain partners. Lead on the management and mitigation of risks & issues pertaining to delivery in the Activity Hub. Work strategically with key partners at a senior level, including HMPPS, Community Rehabilitation Companies, National Probation Service and CFO3 providers to ensure joined up approach to all HMPPS CFO delivery. To supervise all financial monitoring and management, quality assurance and compliance activity undertaken with Shaw Trust and subcontractor teams. Working closely with operational and support functions including Quality Assurance, Finance, HR, ICT and the Network Development Manager to coordinate activity.

Main Duties and Responsibilities

Contract management:

1. Manage contractual performance, risk, quality and compliance, supervising all related activity delivered by contract support teams.
2. Setting challenging targets for delivery teams to maximise their contribution and ensuring that minimum performance targets are exceeded.
3. Prepare for and lead monthly performance review meetings with Shaw Trust in-house delivery teams and oversee quarterly subcontractor performance reviews.
4. Working closely with the Operational Development, Assurance and Business Intelligence teams to prepare for and lead initiation and management of step in measures, including Performance Improvement Planning
5. Ensure on-going reporting of performance in accordance with Shaw Trust and HMPPS requirements.
6. Identify best practice through data analysis and robust audit, sharing with HMPPS, and developing into business-as-usual.
7. Prepare for and attend contract review meetings with the Head of CFO Performance and HMPPS, responding to emerging needs and policies, maintaining focus on ESF/HMPPS objectives.

8. Monitor Shaw Trust and subcontractor delivery against anticipated service levels and where necessary work with the Network Development Manager to reallocate volumes, re-prioritise cohorts and flex the service to respond to demand fluctuations.
9. Accountable for collecting and appropriately addressing all complaints and feedback received.
10. Ensure full adherence to ESF guidelines e.g. publicity.
11. Lead, develop and retain high quality staff that can deliver high performance and adherence to Shaw Trust's company values.
12. Understand and adhere to all responsibilities to ensure that the quality requirements of Shaw Trust's Quality Assurance Framework, the prime contractor, funding body, Investors In People, Merlin, Matrix, OFSTED, DWP Quality Framework, or any other contract stakeholder, are maintained.

Financial, risk and quality assurance oversight:

1. Work alongside the Finance team and dedicated Commercial Manager to oversee financial performance and contract spend against budgets, including monitoring of Shaw Trust and subcontractor use of the Discretionary Access Fund.
2. Drive the long-term financial performance and value for money of the HMPPS CFO programme through effective operational and financial performance management.
3. Work with the Operational Development, Assurance and Business Intelligence teams to oversee the systematic daily/weekly/ monthly monitoring of output, resource, and progression of site level improvement plans.
4. Ensure compliance across Shaw Trust Group policies and standards, particularly with respect to contract mobilisation and management.
5. Lead on risk management activity, putting in place measures to mitigate identified risks and conducting monthly reviews with in-house/subcontractor teams.
6. Conduct an open, transparent annual evaluation of achievement of objectives, value for money, operating efficiencies, and best practice.
7. Assist in the development and implementation of policies, processes and systems as required.

Stakeholder engagement:

1. Develop strong senior-level relationships with stakeholders across the region, including: LEPs; prisons; Community Rehabilitation Companies; National Probation Service; Youth Offending Teams, local authorities; promoting a joined-up approach to delivery and enabling Shaw Trust to stay abreast of the changing delivery landscape.
2. Represent Shaw Trust on regional forums and steering groups and share relevant information to ensure HMPPS CFO delivery remains responsive to changes in offender needs and that stakeholders are bought into the HMPPS CFO programme.
3. Explore and proactively consider actions to avoid duplication of services with other providers within the region – sharing best practice with Shaw Trust Regional Management, Partnership Development and Business Development Teams as appropriate.

Relationships:

1. Maintain a positive and progressive relationship with HMPPS and MOJ teams.
2. Work collectively with the Shaw Trust central team and the other HMPPS CFO Regional Managers to ensure standardised approaches to contract and performance management.
3. Maintain supportive, open relationships with direct delivery and subcontractor teams to ensure services continually meet participant needs.
4. Liaise with other key individual within Shaw Trust's contract support and operational teams

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 environmentin 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.

Person Specification

Job Title:

(E=Essential D=Desirable)

SKILLS AND CORE COMPETENCIES

- 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)**

Technical competency (qualifications and training)

- Management qualifications e.g. ILM **(D)**
- Supply chain and procurement qualification e.g. CIPS **(D)**

Experience

- Relevant experience of motivating and enabling individuals and organisations to achieve high levels of performance **(E)**
- A clear understanding of the contractual and performance management requirements of larger scale contracting including experience of supply chain selection, management and capacity building **(E)**
- Experience in the criminal justice sector, with a sound knowledge of the operation of prisons and community rehabilitation services **(E)**
- Experience working within or with a wide range of partners, including public, private and voluntary sector agencies **(D)**

Skills and Attributes

- High level numeracy and budget management skills **(E)**
- ICT proficiency including all major Microsoft applications **(E)**
- Ability to undertake business and strategic planning **(E)**

Personal qualities, communicating and relating to others

- Excellent people manager and communicator with strong negotiation and influencing skills **(E)**
- Works well in a team and stays focused under pressure **(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)**