

## Job Description

**Job Title:** Network Development Manager – CFO Activity Hubs

**Reports to:** Regional Manager

**Salary:** £28,000 - £30,000

**Location:** Birmingham

### Purpose

We are looking for a Network Development Manager who can shape service provision across a large geographical area working with a diverse range of community based delivery organisations and supply chain partners.

Providing vision and direction you will lead the development of our local network of providers, building capacity and ensuring the success of our community-based approach to this service. Making sure our clients receive the best service to meet their particular needs, you will be comfortable in managing contracts against our agreed service objectives and outcomes. Uppermost in your mind, will be building strong collaborative working arrangements with an extensive partnership network across our communities.

Working with the Regional Manager, you will be responsible for monitoring and analysing delivery network performance, building service capability, capacity and quality. You also will provide skilful relationship management ensuring positive and productive relationships are maintained.

This role is perfect for someone with a background in capacity building a diverse range of delivery network partners, gained through supply chain management, ideally within the justice sector. An ability to champion and embrace change is essential. An understanding of how the development of community-based services and the integration of offenders with multiple barriers would be advantageous.

### Main Duties and Responsibilities

1. Embrace and enact the Shaw Trust vision and direction for the growth and success of the delivery network by creating a sense of purpose which aligns with the service principles and objectives
2. Provide skilful and proactive relationship management ensuring positive and productive relationships are established and maintained.
3. Capacity build a diverse range of organisations and stakeholders in order to achieve service delivery which meets commissioner and client needs.

4. Regularly monitor and hold to account, individual delivery network partners, for their contractual performance, agreeing remedial actions in a timely manner where required.
5. Capture and analyse delivery network partners' performance through robust MI, in order to recognise potential performance risk, assess performance of clients using the service and identify opportunities for innovation in service design.
6. Working with the Regional Manager to ensure that operational budgets for each activity hub is managed effectively, ensuring that financial targets are met monitoring budget variances and ensuring corrective action is taken.
7. Act as the focal point for internal & network delivery staff queries relating to the Shaw Trust approach to delivering the CFO Activity Hub Programme.
8. Manage day to day operational practices to encourage information sharing and good practice across the network.
9. Ensure an effective, yet proportionate approach is taken with regard to risk management.
10. Use agreed tools and techniques with the delivery partners to ensure each delivers as per their contractual obligations, thereby meeting quality assurance standards & compliance.
11. Work with delivery network partners to ensure facilitation of best practice, continuous improvement in contract delivery and integration of the client journey in order to meet the required contractual outputs.
12. Ensure service user involvement and co-production is established and embedded across the delivery network.
13. Ensure delivery network partners operate safely and within relevant legislative guidelines appropriate to the client group.
14. Work with delivery partners to create alliances with other agencies who provide tangible outcomes for the CFO Activity Hub clients.
15. Develop a local partnership portfolio with charities and voluntary organisations supporting our client group. Building on the existing community asset mapping and ensuring its continual improvement via input from delivery network, navigators, key stakeholders and clients.
16. Promote and sell the Shaw Trust in the community service to relevant parties, leading to further business opportunities.

## 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"><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 <b>(E)</b></li> <li>• People centred in a commercial framework, takes accountability for results <b>(E)</b></li> <li>• Demonstrates a passion to further the charitable aims of the organisation and acts with integrity <b>(E)</b></li> <li>• Collaborates and unites with others behind the organisations mission <b>(E)</b> Provides a best in class service to all customers internal and external <b>(E)</b></li> </ul>
<p><b>Technical competency (qualifications and training)</b></p>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Relevant previous supply chain / delivery network management experience focused on supporting performance, quality and compliance <b>(E)</b></li> <li>• Experience of achievement in a target-driven environment and ability to drive performance through focused performance management <b>(E)</b>;</li> <li>• Experience of working with voluntary sector partners to introduce new business processes and ways of working <b>(E)</b></li> <li>• Experience in designing and delivering formal and informal learning and development solutions that enable performance delivery <b>(D)</b></li> </ul>
<p><b>Skills and Attributes</b></p> <ul style="list-style-type: none"> <li>• Strong analytical and data manipulation skills <b>(E)</b>;</li> <li>• Has an understanding of LEAN in the service sector <b>(E)</b>;</li> <li>• Ability to problem solve and respond appropriately to a variety of situations <b>(E)</b></li> <li>• Understanding of the wider criminal justice sector <b>(D)</b>;</li> <li>• Understanding of marketing to develop services and contacts <b>(D)</b></li> <li>• Ability to develop delivery network and build positive relationships <b>(E)</b></li> <li>• Ability to inspire delivery partners to improve performance by the active sharing of good practice across the supply chain locally and within the region <b>(E)</b>;</li> <li>• Knowledge of provider networks across the local area <b>(D)</b></li> <li>• Knowledgeable in the Justice sector with an understanding of how the development of community-based services and the integration resettlement and social inclusion impacts the lives of people with offending history <b>(E)</b>;</li> <li>• Commercial awareness – developing opportunities for collaborative working and cost-effective projects <b>(E)</b>;</li> </ul>

**Personal qualities, communicating and relating to others**

- Flexibility to cope with the varying demands of the role, managing time effectively to achieve the desired results **(E)**;
- Ability to work flexibly on own initiative and as part of a team **(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)**