



Job Title: Head of Criminal Justice Services
Service/Division: Services
Reporting to: Director of Services
Direct reports: Senior Services Managers
Location: Hammersmith

*This post is open to **female applicants only** as this is deemed a genuine occupational requirement under Schedule 9, Paragraph 1 of the Equality Act 2010.*

Advance is committed to equality and diversity and strongly encourages applications from women with diverse backgrounds, including those with disabilities, BAME and LBT communities.

Job Summary

As an experienced senior manager with a proven track record of leadership in providing services to women experiencing violence and abuse or similar, the post holder will lead our Criminal Justice Services across London and the South East, and other work which compliments the mission and values of Advance.

She will be responsible for building strong relationships and engagement with voluntary and statutory partners and funders, including a network of pan-regional specialist partner organisations, the Ministry of Justice, Local Authorities, The Mayor's office for Police and Crime, and the Metropolitan Police, as well as several trusts and foundations. Working alongside the CEO, Directors and Trustees, she will be responsible for developing and delivering high quality services aligned with Advance's strategic aims.

She will represent the organisation externally on service development groups and conferences. She will support the organisation's strategic plans to ensure the sustainability and delivery of Advance's services. She will work to adhere to quality systems, lead and manage the team and develop policies with the Directors and the CEO to ensure strong systems and working practices across Advance.

Key Responsibilities and Duties

Planning and Development

As part of the Senior Management Team, be responsible for ensuring the implementation of the annual strategic plan for Advance Criminal Justice services.

Working closely with the CEO, Directors and senior managers, and the Business Development team, to drive the development of services, contributing to bid development and tendering for services.

Be instrumental in raising the profile of Advance and in developing and sustaining partnerships, in particular leading the Partnership delivering the MOJ dynamic framework to deliver the programmes' objectives and impact.



The post holder will jointly hold responsibility with Director of Services and Senior Service Managers for working within and updating operational policies and operational annual plans, which uphold the quality and implementation of the organisation's programmes.

External Stakeholders and Systems Change

Represent Advance and work with government and statutory agencies, and other community organisations; develop, maintain and review protocols with partner agencies.

Be active in network and partnership meetings, raising awareness of our services and identifying gaps to influence new service development. Maintain and develop relations with appropriate authorities, agencies, organisations and individuals, in consultation with the Director of Services.

Ensure that the impact of Advance services is represented in London and support the activities developed by the External Affairs & Policy team and the Director of Services. Ensure that all publicity meets the requirement of the organisation brand.

Service Management and Leadership

Be a proactive and solution-focused member of Advance's Senior Management Team. Contribute and participate in organisational planning, in events and fundraising activities, which help to raise the profile or funds for Advance.

Manage a complex workload working independently, within a team where appropriate and problem-solving proactively to find solutions to systems and issues which affect Criminal Justice services.

Be responsible for line managing and performance managing staff, including annual appraisals and supervision, ensuring staff training and development needs are regularly evaluated and that appropriate training, coaching and learning opportunities are provided.

Instil a sense of unity and purpose into the work of the service through effective leadership, regular team meetings and review of team performance, both Criminal Justice Services team and the whole organisation.

High quality services to women and children

The Head of Criminal Justice Services will be responsible for implementing and monitoring quality assurance systems for all services including contract compliance and overseeing accreditation for our services.

Oversee the development of a consistent approach to programme training relevant to team and individual development needs and make recommendations for cross programme and organisational training, to develop a strong culture of training and development.

Oversee the management of outputs and outcomes for the Services team and the structure of the services to ensure they are run to a high quality, the team remain motivated, and workloads are manageable. Ensure that risk and needs assessment are well managed across all services and contribute to women's appropriate progression through the services, including safeguarding of women and children.

The Head of Criminal Justice Service will take responsibility of effective monitoring and processes that communicate the impact of Advance's outcomes. The role is responsible for embedding CJS principles across our systems and develop a comprehensive management framework.



Set up and ensure maintenance of systems which capture relevant information to prove the impact of all programmes' work and any other subsequent funding streams, ensuring they are compliant with funders' requirements

Oversee the development of operational plans for existing and new work and managing effective change within the services.

Partnerships' and funders' management

Develop and maintain strong relationships with partners in the delivery of services, influential decision-makers and commissioners. At all times uphold the strong reputation of Advance and its programmes and remain professional in conduct.

Attend and communicate outcomes of regular strategic and operational meetings at London level in consultation with the Director of Services and Head of EA&P, as well as programme review meetings with funders and partners.

Oversee reporting of services' outcomes, working with the Evidence & Insights team, and the reporting of performance issues and challenges to funders at earliest opportunities and offer solutions/contingencies to solve problems.

Monitoring and Impact management

Oversee the preparation of accurate and engaging information and data on outcomes and impact for reporting. Ensure a robust reporting framework that facilitates timely and accurate project reporting to commissioners and key stakeholders.

Use evidence and data to create stories and case studies to best communicate impact

Financial management

Manage programme budgets to a high standard, communicating funding streams to the Director of Services, Finance and Fundraising teams, and ensuring regular budget reviews and delivery of agreed budgets, including agreeing and implementing solutions and action plans where variances and issues are identified.

With the management team and with approval by the Director of Services, set, advice on and vary programme and project/pilot budgets to ensure high quality service delivery.

Ensure that funder's requirements are met for all services and that Advance comply with monitoring returns and statistics are available promptly for monitoring returns to funders and the board.

General duties

Work as part of the Management Team, liaise with staff at all levels, and collaborate with colleagues to ensure delivery of organisational strategic objectives, plans, services and priorities.



Protect the safety and security of Advance, service users, staff, volunteers and buildings, and the confidentiality of records and other information. Ensure compliance at all times to data protection, confidentiality and relevant organisational policies and procedures.

Uphold the rights of women, children and young people who have experienced domestic violence and abuse, and women affected by the criminal justice system.

Have full regard to Advance's Safeguarding Children's policy and Safeguarding Adults policy. Ensure the effective implementation of Advance's Safeguarding, Health & Safety, Equality and Diversity and other policies and procedures and uphold the core values of Advance.

Be responsible for your own personal learning development and keep up to date on research, relevant legislation, policy and practice, and other literature relevant to the role.

Participate in supervision, training and meetings as required, and assist in the development of services in line with agreed development plans. Work across teams and undertake such other

General Information

Performance and Quality: Ensure all work undertaken is aligned to the service/division's annual plan and that all policies, processes and guidance notes are up to date and in line with best practice/current legislation.

Policies and procedure: Ensure the effective implementation of Advance's Safeguarding, Health & Safety, Equality and Diversity and other policies and procedures and uphold the core values of Advance.

Equality and diversity: Advance aims to create and sustain an inclusive work environment which provides equality of opportunity for everyone and reflects the diversity of the communities we serve. The postholder is required to uphold the Equality and Diversity policy and comply with the code of conduct which sets out our standards of behaviour towards those who use our services or work within them.

Confidentiality: The post holder must ensure that any information relating to employees, service users, and volunteers (future, current and past) is treated in strictest confidence and must be discussed only within the confines of the work setting with the appropriate members of the team or manager.

This job description sets out the duties of the post at the time when it was drawn up and will be reviewed from time to time. Duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post

PERSON SPECIFICATION:

E= Essential and D = Desirable

KNOWLEDGE AND QUALIFICATIONS	
A relevant qualification or consolidated equivalent experience	E
You will hold a professional qualification within project / programme management	D
A thorough knowledge of issues relating to women in the criminal justice system, and/or social justice issues including experiencing violence and/or abuse	E
A sound knowledge of safeguarding adults and child protection issues	D
An excellent understanding of management and quality assurance processes and systems such as Women’s Aid accreditation framework	D
A good knowledge and understanding of organisational systems and frameworks	D
EXPERIENCE	
Consolidated experience of strategic leadership and management and of developing services at a senior level of management, ideally gained from working at a ‘Head of’ or Senior management level previously	E
Significant experience of work with women and/or children with a complex range of needs	D
Experience of developing and leading teams in both a strategic and operational role	E
Experience leading services and the monitoring, evaluation and learning within an organisation	E
Experience of performance management and supervision of staff	E
Experience of developing and evaluating quality assurance systems	D
Experience of managing and working within budgets and of tendering/fundraising processes	E
Experience of developing and working within partnerships	E
Experience of highly developed negotiating skills and ability to conduct herself in a professional manner	E
Experience of leading and managing change and developing new programmes to high standard.	E
TECHNICAL/WORK BASED SKILLS	

Excellent team building and team development skills	E
Ability to develop and plan, implement and review annual business plans /strategies	E
Enthusiasm, self-confidence and self-motivation, with a can-do attitude	E
Excellent verbal and written communication and presentation skills	E
Substantial experience presenting data analysis to senior stakeholders, including both quantitative and qualitative data.	E
Ability to lead a service effectively under pressure within a stressful environment, and to deal with difficult or unpredictable situations effectively	E
Ability to lead by example, inspire and motivate teams and manage a complex workload	E
Ability to work on one's own initiative, prioritise own work and to plan or organise work of others effectively to meet deadlines	D

Advance is committed to safeguarding and creating a culture of zero-tolerance of harm and expects all staff, including volunteers to share this commitment. We believe all individuals have the right to live their life free from violence and abuse and the right to feel and be safe. We have a suite of safeguarding policies, procedures and practice guidance, accessible to all staff, which promotes safeguarding and safer working practices across all our services and activities. When we recruit staff, we follow rigorous safer recruitment practices, this involves carrying out pre-employment checks including references, Disclosure and Barring Service (DBS) checks, and identity checks. We ensure all staff undertake mandatory safeguarding training relevant to their role and responsibilities, to empower them to be competent and feel confident in recognising and responding appropriately to safeguarding issues and promote wellbeing.