

# Unlocked

# INFORMATION PACK

## Head of Delivery

## May 2024

---

[unlockedgrads.org.uk](https://unlockedgrads.org.uk)

020 3949 4750

[hello@unlockedgrads.org.uk](mailto:hello@unlockedgrads.org.uk)

Charity No: 1187552 | Company No: 11448853

## HEAD OF DELIVERY

<b>Reports to</b>	Programme Director
<b>Salary</b>	£50,000 - £54,000
<b>Contract type</b>	Full time, fixed-term contract
<b>Contract length</b>	Start ASAP, contract to run through to Sept 2025 with 6 weeks' residential at Leeds Trinity University (accommodation and food provided) across July and August
<b>Closing date</b>	Monday 3 <sup>rd</sup> June (midnight)

### About Unlocked

Unlocked Graduates exists to break cycles of reoffending. Currently prison isn't a place which successfully does this – the average prisoner has 16 previous convictions and 55% of those released from short term sentences reoffend within one year. The work we do is both extremely challenging and massively urgent. We aspire to have deep impact on the landings of individual prisons, but also breadth of impact through the whole sector, and society at large.

Since 2017, we have sought to lead this change by recruiting, training and challenging the best graduates in the country to become prison officers. Our two-year programme has put the role on the map as a career where the best people can develop extraordinary leadership skills whilst making a real difference. We are ranked 22nd in the Times Top 100 Graduate Employers list, and garner recognition in the UK and internationally for the impact our participants have on the landings.

Our participants work with prisoners to support them to stop reoffending, alongside studying for a Master's degree which helps them to understand systemic solutions to improve our criminal justice system. Our organisation draws on the evidence that relationships between prison officers and prisoners can be transformational, and with the best people in this role, prisons can be a place where cycles of reoffending can be broken.

### The role

The Head of Delivery role is absolutely integral to the success of the Unlocked programme, working both within the programme team and across the organisation to ensure the highest quality delivery of all aspects of the programme. We are looking for a bold leader with a proven track record of success in project and programme delivery who can lead a team to reach ambitious targets. The Head of Delivery will have excellent leadership potential, combining exceptional interpersonal skills with an ability to oversee continual improvements of process, logistics and content. This role is a high-impact position within the organisation, reporting to the Programme Director.

## KEY ACCOUNTABILITIES

### Programme Delivery and Development

- Lead the team responsible for high quality delivery across all logistical elements of the programme, ensuring participants can maximise their impact towards the mission
- Develop and oversee project plans which drive the slickest delivery of all aspects of the programme
- Work with the Head of Curriculum in achieving the vision for the curriculum by creating a coherent and cohesive training schedule for Unlocked participants and staff both at Summer Institute and through the two-year programme
- Co-ordinate quality assurance processes to ensure all training is the highest quality
- Manage the programme budget and ensure the spend gives value-for-money
- Support the re-tender process for the MSc delivery, taking part in screening of applications and interviews for those bidding universities
- Increase the efficiency of our delivery by overseeing how delivery is allocated and that any capacity is used effectively
- Lead the recruitment of our temporary staffing team of experienced Summer Trainers and Associate Trainers

### Leadership

- Lead the team to ensure delivery of the programme is of the highest possible standard using data and insights to relentlessly drive improvement
- Be a visible leader at our Summer Institute (Leeds Trinity University) empowering and inspiring staff and participants
- Set the tone and pace of our Summer Institute training, including running briefings, train-the-trainer sessions and co-ordinating staff
- Supervise the performance of a team of trainers, gaining their buy-in to Unlocked, improving their performance and dealing quickly and robustly with any misconduct or underperformance
- Work with the delivery team to take responsibility for the smooth running of the residential, rapidly adapting to emerging challenges and anticipating problems
- Work with other Senior Programme Team members to build a positive, mission-aligned working culture at SI

### Stakeholder management

- Work alongside Heads of Regions and Head of Curriculum to support and deliver a high-quality experience for prison officer training and completion of the Master's degrees for participants
- Support and hold the university to account in providing an excellent Master's degree which is fully integrated into the Unlocked programme
- Work with colleagues in research and impact to continually improve the quality of the programme

- Work with key senior stakeholders at HMPPS/MOJ to ensure the programmes is effectively resourced
- Collaborate with the Middle Leadership Team to share expertise and maintain a positive working culture across Unlocked

## PERSON SPECIFICATION

You are:

- An experienced project manager with events management expertise
- Experienced in timetabling complex events and scheduling using software
- A confident public speaker
- Experienced in working with public sector services or contracts
- Passionate about what Unlocked is trying to achieve
- Experienced in effective implementation of evidence
- An effective line manager, able to drive high performance in others
- An excellent relationship builder, able to work effectively within the organisation, as well as with external stakeholders
- Able to manage ambiguity and work across multiple elements of a project, balance competing priorities and make sound, mission-driven decisions
- Relentlessly optimistic about what is possible, able to overcome setbacks, and pivot the direction of something at pace if needed
- Somebody who has the right to work in the UK
- Qualified to degree level (or equivalent)

## EQUITY, DIVERSITY AND INCLUSION

The communities that we exist to serve are diverse, and to thrive in our work towards our mission, we must be too. We believe that inclusion of a genuinely diverse staff group makes our team stronger and this diversity should be celebrated. We therefore aim to create a workplace that is welcoming for all. We actively encourage applications from people who have been in prison.

## WHY WORK FOR UNLOCKED?

First and foremost, Unlocked offers the satisfaction of working for a high performing and exciting organisation which is actively making an impact on one of the most challenging social justice issues which exists in our society today. Because our organisation is small, the scope of work is comparatively large compared to most similar organisations. This means you will have more opportunities and get more senior experience than in a bigger organisation.

We want Unlocked to be a great place to work. What we are doing is difficult. These demands also mean we want to offer higher levels of support. With that in mind, all employees at Unlocked are offered the following core package of benefits.

Holiday	<b>27 days annual leave</b> plus (by CEO discretion) office typically closes from 25 December to 1 January
Pension	We offer <b>10 percent employer contribution</b> even if you make no employee contribution. You can also opt to pay more by salary sacrifice if you wish.
Wellbeing	<b>Employee Assistance Programme</b> , monthly employee coaching from <b>Sanctus</b> , and a team of Mental Health First Aiders on our staff. £30 a month <b>gym membership subsidy</b> if you reduce employer pension contributions to nine percent.
Travel	Use salary sacrifice to reduce the cost of a bike with <b>Cycle To Work</b> or an <b>Electric Vehicle (EV)</b> with Octopus EV. We also offer interest free season ticket loans.
Development	Opportunities to <b>attend study days</b> with our participants and <b>visit prisons</b> to really understand our work. Ringfenced budgets for external training. Learn from your colleagues and stakeholders with regular CPD sessions.
Volunteering	Take on volunteer commitments as a trustee or in some other capacity for a mission-aligned organisation without taking annual leave with <b>three days of volunteering leave</b> a year.
Our staff also tell us they like	Modern and professional <b>centrally located offices</b> in London and Manchester including free coffee, soft drinks and fruit deliveries.  Regular opportunities to <b>get together as a whole staff</b> and in your team, including away days, social events and other <b>development events</b> .

## HOW TO APPLY

If you are interested in applying, please upload your CV (maximum two sides) and a cover letter (maximum one side) outlining why you want to apply and why you think you would be a good fit for the role. Please see our website for link to apply under the About Us section.

Deadline: **Monday 3<sup>rd</sup> June (midnight)**

First round interviews (remote): **Wednesday 12<sup>th</sup> and Thursday 13<sup>th</sup> June**

Second round interviews (London): **Thursday 20<sup>th</sup> June**

If you are unable to make these dates, please highlight this on the application form.

For more information about the role, please email the existing Head of Delivery, Samantha Farr – [samantha.farr@unlockedgrads.org.uk](mailto:samantha.farr@unlockedgrads.org.uk)