

Shannon Trust Programme Manager Recruitment pack



Nobody left out of learning

About us

Shannon Trust is a charity that transforms lives by supporting disadvantaged people to learn to read. We believe nobody should be left out of learning. We operate in all prisons across England, Wales and Northern Ireland. We also work with a number of partner organisations in the community, supporting their service users to learn to read.

Over 50% of people in prison, and 16% in the community, have a literacy level below that of an 11 year old. Many cannot read at all. This means they have reduced access to education, training and rehabilitation programmes which could transform their lives, and give them hope for a better future outside of the criminal justice system

Many of our employees work remotely, with colleagues currently based in all parts of the country, from the North East to the South West and all points in between. We've always supported home working, so you can be assured we know how to make you feel welcome and part of the team. We also have prison based colleagues who do a fantastic job of growing our programmes in their prisons. We arrange in person meetings twice a year as a full staff team.

Our family friendly employee benefits includes flexible working, a generous holiday allowance, Employee Assistance Programme and employee discount scheme.

"I didn't think that at the age of 72 it was going to be worthwhile. I have now been reading for 2 years and enjoying it."
Shannon Trust learner



Our purpose, vision, mission and values

Purpose

We support people in the criminal justice system to learn to read, and improve other basic skills so they can pursue wider opportunities and thrive in the community

Vision

A future where everyone can experience the positive impact of learning

Mission

To connect the power of volunteers, mentors and partners to offer a range of effective, accessible and flexible learning opportunities in prisons and the community

Values

At Shannon Trust, we value:

The individual

We are supportive and non-judgmental – with our learners, mentors, volunteers and each other. By focusing on learners' unique and individual needs, we can grow skills and confidence so they can reach their full potential.

Collaboration

We can't achieve our vision alone, so we are resourceful and collaborative. By working with mentors, volunteers and partner organisations, we can ensure our programmes are widely accessible across the criminal justice system and communities.

Inventiveness

We know reading can be the first step to transforming lives, yet we also recognise wider needs. Ambitious, energetic and creative, we take a learner-led approach to innovation to increase the breadth and impact of our work.

Beliefs

We believe that...

- nobody should be left out of learning
- self-belief is essential to personal growth
- learning can increase confidence, transform lives and reduce reoffending

Looking after our people

At Shannon Trust, we value great people that work hard and have the skills and abilities to make a difference. We know the work we do can be challenging, so we want to recognise and reward our team members for their dedication. Our employee benefits package puts you front and centre, so you feel valued working with us.

Pay and other benefits



Living Wage employer

We are an accredited Living Wage employer.



Pension scheme

We will contribute up to 5% towards your pension, provided you contribute 7%.



Working from home

Employees that are required to work from home will receive an annual tax free allowance.



Reward Gateway

Our employee discount platform is available to all Shannon Trust employees.



Death in service

Should the worst happen, your nominated beneficiaries will receive a payment of 2 x your salary.

Putting you first



Generous annual holiday allowance (30 days FTE).



Flexible working, subject to the requirements of your role.



We will pay for you to have an annual flu jab.



We will contribute up to £100 per year to support your mental and physical wellbeing.



You will have access to a confidential and independent 24/7 helpline with qualified counsellors and advisors.



We will pay for you to have a standard annual eye test and contribute £50 towards glasses or contact lenses if needed.



Once you've passed your probationary period, you will get 6 weeks of sick pay at full pay, then 6 weeks at half pay. We also support our staff with up to 5 days of paid compassionate leave, if it's needed.



In recognition of the importance of volunteering, you can take 2 days per year as paid leave to volunteer for other charities or voluntary groups.



We support parents and families with enhanced maternity, adoption and paternity leave, which is also available to same sex parents on the same basis.

Find out more about our [employee benefits on our website](#).

Key information – Programme Manager Surrey and Sussex

Location:	HMP Downview
Reporting to:	Regional Manager
Hours:	Full time (35 hours per week)
Salary:	£36,050 per annum

Role summary

Shannon Trust's vision is of a future where everyone can experience the positive impact of learning. As a programme manager, your role is to make this a reality by ensuring the successful delivery of the Shannon Trust reading programme within your prisons in Surrey and Sussex. Our Surrey and Sussex area covers prisons including HMP Send, HMP Coldingley, HMP Bronzefield, HMP Lewes and HMP Ford. You will be working onsite at one of the prisons and will also line manage a small team of facilitators and volunteers across the area. You will be responsible for performance monitoring of contracts and services in your area and building and developing your team. You will work closely with people in prison, prison officers, prison education staff, Shannon Trust volunteers and your regional manager.

Our values

At Shannon Trust we value the individual. We are supportive and non-judgmental – with our learners, mentors, volunteers and each other.

We work with many people across the criminal justice system and beyond, supporting them to improve their basic literacy and numeracy skills. Developing those skills is critical in reducing re-offending and improving life chances. We want to take every step possible to encourage those with lived experience into employment.

We are an accredited 'Ban the Box' employer, meaning we do not ask applicants to declare convictions at the application or interview stage. We only ask for this information where necessary for the role, and not until after an offer of employment has been made.

If a role involves prison security vetting, it's important to acknowledge that this process can involve lengthy wait times for the vetting to be completed, particularly for candidates with lived experience. At Shannon Trust, we're here to stand by our candidates, offering support every step of the way.

How to apply

- [find out more and apply](#)

Closing date: 1 April 2024

Interviews to be held the week commencing 8 April 2024.

Job description

Programme planning and delivery

- Hold responsibility for programme performance in your allocated prisons. Through effective programme management, resource management, planning and prioritisation, work with your regional manager and volunteer support teams to ensure each prison/service is on track to meet and, where possible, exceed its objectives and targets.
- Recruiting and training new staff as necessary and oversee the recruitment and induction of volunteers.
- Managing volunteers and staff team to coordinate programme delivery in your area.
- Work in partnership with induction officers, education providers, mentor coordinators and other agencies to raise awareness of the programme, increase referrals and achieve a 'whole prison' approach to delivery.
- Where appropriate provide facilitation in a prison to ensure learners are identified, offered the programme and matched to suitably trained mentors.
- Ensure learners have access to sufficient learning resources to include books, manuals, videos and digital programmes as appropriate.
- Work in line with Shannon Trust's ethos of 'learner choice', ensuring multiple options for learning are available.
- Overseeing quality programme delivery by ensuring organisational standards are being met, seeking ideas and opportunities for improvements. Share best practice and learning with other prisons/teams to drive up standards and encourage innovation across the organisation.
- Develop solutions to overcome operational challenges and create the conditions for your volunteer/staff teams to do the same.
- Plan cover for any leave or sickness within the team to ensure outcomes are not impacted.
- Building and maintaining positive cross-sector relationships and local partnerships that support the growth and development of the Shannon Trust programme. Identify key personnel and invest time into effective stakeholder management.
- Ensuring Shannon Trust is seen as a trusted, embedded provider of prison education. Represent the organisation at prison Quality Improvement Group meetings and link in with wider prison initiatives and strategies, e.g. reading strategies and reducing reoffending strategies.
- Support regional manager in the development of Shannon Trust criminal justice services in the community.

Team management

- Manage staff team using a coaching style to perform against agreed objectives through regular communication, supervisions and reviews.
- Organise and lead team meetings and events to promote team working and the sharing of knowledge and best practice.
- Facilitate a team culture reflective of Shannon Trust's values, supporting the organisation's vision, mission and annual objectives.
- Ensure staff and volunteers have access to learning and development opportunities related to their prison and their Shannon Trust role. This includes the delivery of induction training sessions, signposting to prison training and the use of digital learning.
- Ensure any new staff complete HMPPS security vetting and onsite training in a timely manner.
- Provide cover for prison based facilitator role where needed.
- Embed service user involvement, engagement and participation approaches within these prisons, in line with organisational strategy and policy.

Monitoring and evaluation

- Ensure effective monitoring, evaluation and record keeping processes are in place in all prisons to meet contract reporting requirements, and that internal databases are maintained (Salesforce).
- Analyse data to identify trends and areas for improvement.
- Ensure adherence any contract reporting requirements.
- Complete reports demonstrating performance of the overall project including data charts and graphs and attend all contract review meetings.
- Complete quarterly reports for every prison to be shared with the relevant Prison Group Director.

Partnership

- Work in partnership with the Shannon Trust volunteer, to ensure mentor training is delivered and mentors are supported in their roles.
- Work in partnership with prison staff, to include officers and staff from the library, education department and other agencies within the prison.
- Work in partnership with Shannon Trust mentors, ensuring they are kept up to date with Shannon Trust news, and that they have the opportunity to share ideas and feedback to the organisation.
- Facilitate a 'feedback loop' to ensure themes from mentor meetings and area meetings feed into organisational decision making, and that organisational updates are shared appropriately with regional teams.

- Work with mentors, prison SMT, prison partners and Shannon Trust volunteers to implement and maintain effective communication across the prison.

Other

- Provide regular 1 to 1's and quarterly reviews with team.
- Put the learner at the heart of what you do, actively contribute to a culture of learning, reflection, team work and development, in line with the organisation's values.
- Participate in regular one-to-ones and annual reviews, contributing to the identification of objectives and professional development goals.
- Carry out health and safety responsibilities in accordance with the Health & Safety Policy.
- To undertake other duties and responsibilities commensurate with the role, as may be reasonably required by Shannon Trust or as a mutually agreed development opportunity. This document will be subject to periodic review in consultation with the job holder.
- Protecting Children and Vulnerable Adults is a core responsibility of all staff. Staff are expected to alert their line manager to any concerns they may have regarding the abuse or inappropriate treatment of a Child or Young Person, or Vulnerable Adults.

Person specification

Experience

Essential requirements	Desirable requirements
<ul style="list-style-type: none"> • Experience managing a wide range of relationships at different levels, including building partnerships and working collaboratively with colleagues and external agencies. • Experience of leading a team. • Previous employment, volunteering or lived experience in either the criminal justice system (prison, probation or voluntary sector), an adult literacy setting or related field. • Programme delivery experience 	<ul style="list-style-type: none"> • Experience of peer-led services, peer mentoring programmes and / or literacy and numeracy programmes. • Team Leader experience within Shannon Trust

Skills and abilities

Essential requirements
<ul style="list-style-type: none"> • Good organisational and planning skills • Excellent communication skills, with the ability to adjust your communication style to different audiences, including people in prison and/or on probation, volunteers, prison governors and staff. • Ability to inspire, support and lead a team of staff, volunteers and peer mentors • Good time management skills, with the ability to prioritise your workload, work autonomously and balance the needs of multiple programmes and priorities. • Able to build positive relationships throughout the prison and within Shannon Trust. • Ability to write clear, succinct reports, emails and other key communications. • Ability to work in a results focused way, with a focus on the best outcomes for learners. • Ability to foster and demonstrate the values, aims and objectives of Shannon Trust in your work.

Knowledge and understanding

Essential requirements

- Understanding of the reasons why adults might not be able to read, and the personal and practical barriers to engaging with education faced by people in prison and the community.
- Knowledge and understanding of the criminal justice system.

Technical and qualifications

Essential requirements

- IT literate with experience of using Microsoft Office.
- Experience using databases for effective record keeping.
- Ability to analyse data and use data to produce clear reports including graphs and charts.

Personal characteristics

Essential requirements

- Proactive, solution focused, patient and professional.
- Performance minded and results orientated, with learners at the heart of what you do.
- Non-judgemental attitude towards working with people in prison and/or on probation. Committed to anti discriminatory and inclusive working practices.
- Approachable and able to form positive working relationships.
- The right to work in the UK.
- Able to travel independently to prisons in area and occasional staff meetings in a central location.
- Appointment will be dependent upon successful security vetting by His Majesty's Prison and Probation Service.

Circumstances

- The right to work in the UK and a valid drivers licence
- Able to accommodate a home office or have access to other suitable office facilities
- Able to travel occasionally around the UK, including overnight stays