



Job Title:	Senior Service Manager
Service/Division:	Criminal Justice Services
Reporting to:	Head of Criminal Justice Services
Direct reports:	Frontline Staff
Salary:	£40,000 - £50,000
Hours:	35 hours (some working from home up to 2 days)
Location:	Hammersmith (with travel across London)
Contract Type:	Fixed Term Contract – 12 months.

*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 in contact with the criminal justice system and working with partners and funders, the post holder will manage criminal justice projects, will work to develop, and expand our services and partnerships and will manage criminal justice managers and other staff as required.

She will build and maintain key relationships, partnerships and contracts with relevant partners and funders, together with the Head of Criminal Justice Services and Director of Services. She will represent the organisation at meetings and presentations and will influence and support the development of plans to ensure the sustainability, development, and delivery of Advance services. She will work with her teams to ensure we are delivering quality systems and services and adhering to safeguarding standards at all times.

She will be an inspirational leader, responsible for recruiting, developing, and managing her team including first tier managers and their teams and will be responsible for coordinating, reporting, and the delivery of the related services as commissioned by the boroughs and other funders.

## **Key Responsibilities and Duties**

### **Business development and planning**

Hold a key role together with Director and the Head of Criminal Justice in programme and services development, including contributing to the tendering, bidding, strategy for services.

Drive and develop existing and new innovative models utilising learning from services, the service-users, research, and policy.

Raise the profile, develop, and sustain a range of partnerships and represent Advance with its partners and funders.



As part of the criminal Justice Services management team, be responsible for ensuring the implementation of the business plan for Advance services.

### **Quality Assurance and Contract Compliance**

Implement quality assurance systems, and ensure that Advance meets the specific KPIs, targets and outcome measures for contract compliance, taking appropriate action to manage poor performance in your team or with the partners who we lead as necessary, ensure a high-quality service while offering solutions/contingencies.

Set up systems and work with the Data Insights to improve monitoring processes and systems for data, proving the impact of the work, and ensuring feedback from service users is used to improve services. Plan, lead and implement new services and new developments including proactively identifying gaps and incorporating equalities issues.

Oversee and ensure casework and safeguarding is to a high-quality standard and embeds best practice while ensuring the team remain motivated and risk and needs are well managed across the projects.

Attend, contribute and communicate outcomes from regular strategic and operational meetings and one to one performance review meetings with funders and partners.

Work with the other services management team to accredit and re-accredit services.

### **Service Management, Staff Management and Leadership**

Instil a sense of unity and purpose into the work of the service through effective leadership.

Manage a complex workload, working independently and within a team as appropriate, and problem solve proactively to resolve issues which affect front line services and team performance.

Be responsible for line management and performance management of Managers and project staff, including annual appraisals and supervision, staff training and development, and ensuring that staff are fully inducted and trained.

Effectively manage change within the services and ensure best and most appropriate use of staff to support capacity issues and ensure coverage of the programme.

Updating and creating operational procedures, and policies with the Head of Criminal Justice Services  
Deputise for the Head of Criminal Justice Services, as necessary.

### **Financial management**

With the management team, set, advise on, and vary programme and project/pilot budgets to ensure high quality service delivery.

Ensure, manage, and oversee the services work within the budget, are compliant with financial regulations, policies, and procedures, and meets funding and Advance requirements.



Collate and check all payroll data related to programme staff, and other human resources information (such as training, sickness and so on) providing monthly returns to the HR team as required.

Manage and oversee the first-tier manager managing day to day financial transactions such as petty cash.

### **Public and Inter-agency relations**

Develop and maintain relations with influence and network with appropriate authorities, organisations, commissioners, and partners.

Uphold a strong reputation through effectively managing and promoting the partnerships.

Develop, maintain, and review protocols, agreements and contracts with partner agencies while monitoring and reviewing the project.

Ensure that the impact of Advance services is well promoted.

### **General duties**

Liaise and collaborate with staff at all levels colleagues to ensure delivery of organisational services and priorities, and undertake such other duties, appropriate to the grade and character of the work, as may reasonably be expected.

Protect the safety and security of Advance, service users, staff, volunteers and buildings, and the confidentiality of records and other information while ensuring effective implementation of Advance's Safeguarding, Health & Safety, Equality and Diversity and other policies and procedures and upholding 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.

Be comfortable working with ambiguity, be flexible, be agile and be proactive and solution focussed while paying attention to detail.

### **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**

<b>KNOWLEDGE AND QUALIFICATIONS</b>	
A relevant qualification or equivalent experience (e.g. management and leadership) with a particular focus on the women’s sector/community and voluntary sector	<b>E</b>
A thorough understanding of and knowledge of the issues relating to women in the criminal justice system	<b>E</b>
A good knowledge and understanding of organisational systems and frameworks, line management and project management	<b>E</b>
A sound knowledge of safeguarding adult and children’s principles, child abuse, child protection issues and safeguarding	<b>E</b>
Good understanding of the operation of local and national government, the criminal justice system and public sector environment in which services operate.	<b>D</b>
<b>EXPERIENCE</b>	
Significant experience, at a service manager level, and / or developing and delivering services at senior service management level.	<b>E</b>
Significant experience of work with women and/or young people with a complex range of needs, particularly within the criminal justice system, in custody and/or community.	<b>E</b>
Experience of developing, coordinating, managing and working within partnerships/consortia.	<b>D</b>
Experience of developing relationships with funders/commissioners and achieving required outcomes and the ability to conduct self in a professional manner at all times.	<b>D</b>
Experience of managing organisational change in order to secure operational efficiencies, improve service quality and embed working culture and values.	<b>D</b>
Experience of developing and leading teams both internally and externally including harnessing the strengths and potential of staff at all levels of an organisation and maintaining a strong and motivated team.	<b>E</b>
Experience of performance management, supervision of staff, and effective staff management.	<b>E</b>
Experience of managing and working within budgets.	<b>E</b>
Experience with report writing contract management and financial reporting including analysis of outcomes, outputs and gaps.	<b>E</b>
Experience of implementing quality assurance frameworks, monitoring, evaluating and measuring impact.	<b>D</b>

<b>TECHNICAL/WORK BASED SKILLS</b>	
Ability to work on one’s own initiative, work flexibly with a changing agenda to develop and implement solutions independently, prioritise own work and to plan or organise work of others effectively to meet deadlines.	<b>E</b>
Strong influencing skills, enthusiasm, self-confidence, excellent verbal and written communication and presentation skills and a can-do proactive solution focussed approach.	<b>E</b>
Strong negotiating skills and the ability to build strong and effective relationships and partnerships, dealing with ambiguity and resolving conflict effectively, achieving the right outcomes for the organisation, collaborating and networking	<b>E</b>
Able to think, act and plan strategically to develop practical and creative solutions to the management of existing and new services and complex problems that may arise while maintaining high levels of diplomacy and professionalism.	<b>E</b>
Ability to lead and develop internal and external team partnerships working effectively under pressure within a stressful environment, and to deal with difficult or unpredictable situations while effectively while creating business change, keeping staff motivated and with boundaries, and managing a complex workload.	<b>E</b>
Strong IT skills and the ability to monitor and evaluate services using data base software systems and/or manual systems.	<b>E</b>
Ability to coordinate outcomes and objective across a range of agencies and partnerships including joint training and development opportunities	<b>D</b>

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 conducting 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.