



JOB DESCRIPTION

Role:	Performance and Monitoring Manager
Responsible to:	Head of Policy
Objective	The primary role is to build monitoring and performance management systems with User Voice.
Location:	London
Salary:	Up to £30,000 depending on experience

Background

Our Mission:

User Voice exists to reduce offending by presenting the voice of the most marginalised people in and around the criminal justice system to decision makers.

Why we are effective:

User Voice is a charity led and delivered by ex-offenders. This gives us the unique ability to gain the trust of, access to, and insight from offenders within the criminal justice system.

Our impact:

User Voice delivers a powerful rehabilitation experience for offenders, better criminal justice services and institutions, and policy change that will mainstream the inclusion of the user voice.

DUTIES AND RESPONSIBILITIES

1. Performance Management

- Lead on drafting of contracts and contract negotiations with commissioners and funders
- Set up and maintain performance management systems, including project initiation documents and project reporting, across the organisation
- Train and support delivery staff in using these performance management systems
- Ensure that User Voice meets contractual requirements and that data is collected in order to report to commissioners against deliverables
- Lead on analysing and reporting on performance data to commissioners and funders
- Use performance management data to identify areas that need to be improved in project delivery and report to the Senior Management Team
- Provide regular reports to the Senior Management Team and Trustees on performance with a particular focus on contractual compliance and staffing
- Ensure the legal, statutory and organisational compliance of User Voice
- Undertake an organisational risk assessment and maintain a Risk Register providing regular reports to the Senior Managements Team and the Trustees
- Lead responsibility working with the Corporate Services Manager to manage complex HR issues in relation to employment rights, appeals and internal organisation.
- Set-up and manage all the necessary communication processes in place to ensure that all the project staff are fully connected and that we have effective two way exchange of information. This process to allow an early warning indicator of risks, project slippage and underperformance.

2. General

- Keeps abreast of national policy and statutory priorities relevant to User Voices work
- Write internal reports, plans, proposals and evaluation documents
- In addition to the duties listed here, the post holder is required to perform other duties, which are assigned from time to time. However such other duties will be reasonable in relations to the individuals skills, abilities and grade.

PERSON SPECIFICATION

1. Demonstrable and relevant experience of monitoring programmes and projects to a high standard
2. Demonstrable and relevant experience of managing, motivating and supporting people to ensure effective delivery
3. Demonstrable and relevant experience of drafting and negotiating contracts

4. Excellent written skills, including report writing skills
5. Strong client management skills, with a track record of developing business relationships
6. Well organised with the ability to prioritise tasks effectively and meet deadlines amid a range of competing demands
7. A strong and demonstrable commitment to the aims and values of User voice
8. A strong and demonstrable commitment to the promotion of equality and diversity
9. Personal experience of the criminal justice system is desirable

PERSONAL STYLE AND BEHAVIOUR

1. Commitment to the third sector role in service delivery as a transformational force
2. Commitment to excellence
3. Effective communicator at all levels
4. Inclusive and empowering of staff at all levels. A commitment to equality of opportunity, respect, openness and fairness, promoting high personal standards of behaviour and professionalism.
5. The highest standards of personal conduct, probity, credibility, honesty and integrity that engage and inspire the trust and confidence of Trustees, Senior Managers, staff and other stakeholders.
6. Proactive and a doer. A successful and effective negotiator and facilitator with a flexible style and approach to different people and partners.
7. A measured risk-taker within the context of spending public funds and effective governance.
8. Demonstrable success in addressing and resolving poor performance.

User Voice welcomes applications from ex-offenders and from all sections of the community regardless of race, gender, sexual orientation, religion, age or disability.