

USER VOICE

ONLY OFFENDERS CAN STOP RE-OFFENDING

JOB DESCRIPTION

Role:	Operations Manager
Responsible to:	Head of Policy
Objective	The primary role is to ensure the effective delivery of all User Voice operations through setting performance targets, monitoring against these and undertaking quality assurance.
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. Contract management

- Lead on drafting of contracts and contract negotiations with commissioners and funders
- Ensure that User Voice meets contractual requirements and that data is collected in order to report to commissioners against deliverables

2. Performance management

- To build and lead the Performance and Monitoring Team in line with User Voice's organisational growth
- 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
- Lead on analysing and reporting on performance data to commissioners and funders
- Provide regular reports for the CEO and Trustees on performance with a particular focus on contractual compliance and staffing
- 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

3. Quality assurance

- Write and constantly update process manuals for each area of delivery – Prison Councils, Community Councils, Youth Councils and Peer Support
- Establish and maintain processes for maintaining quality assurance across all User Voice projects, ensuring that they are delivered consistently
- Work with the Corporate Services Manager to achieve and maintain external quality assurance kitemarks
- Provide regular reports for the CEO and Trustees giving assurance on the quality of delivery
- Ensure quality of User Voice's accredited training and undertake all internal verification

4. Delivery development

- Use performance management data to identify areas that need to be improved in project delivery
- Work with the Head of Programmes on the development and piloting of these new approaches
- Assess the success of any new approaches and where appropriate lead on the roll out of these with delivery staff, including staff training

5. Organisational compliance

- Ensure the legal, statutory and organisational compliance of User Voice
- Undertake an organisational risk assessment and maintain a Risk Register providing regular reports for the CEO 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

6. 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 individual's 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.