



## JOB DESCRIPTION

<b>Role:</b>	Development and Operations Manager
<b>Location:</b>	London
<b>Responsible to:</b>	Head of Policy
<b>Objective:</b>	To generate new income and ensure effective delivery against these income streams through setting performance targets, monitoring against these and undertaking quality assurance.
<b>Salary:</b>	Up to £30,000 depending on experience plus potential performance related bonus (1 year fixed term contract, continuation subject to funding)
<b>Holiday:</b>	25 days per annum plus public holidays
<b>Probationary period:</b>	The post is subject to a six month probationary period

## USER VOICE

### Why We Exist

We believe that the fundamental issue that causes the stubbornly high rates of re-offending and all the other associated problems is the 'us vs. them' culture.

Society feels frustrated with those who re-offend repeating cycles of behaviour and not engaging with rehabilitation services. Yet people with convictions feel marginalised by society, with rehabilitation services which are often inaccessible and unhelpful and a system that doesn't value their input.

Whatever the truth, we won't reduce crime unless we deal with this division. User Voice's core belief is that rehabilitation only happens when everyone in the criminal justice system shares responsibility for transforming the 'us vs. them' division into real collaboration.

### Our Role

Our role is to improve rehabilitation through collaboration.

At User Voice we build the structures that enable productive collaboration between service users and service providers. We are able to do this because our work is led and delivered by ex-offenders. This gives us the special ability to gain the trust of, access to, and insight from people within the criminal justice system.

The entrenched exclusion of some of the people we work with can be a huge obstacle to service providers. The involvement of ex-offenders has many benefits, not least of which is the power of a narrative of success; working with ex-offenders can be a powerful way of motivating people who often have little self-belief that they can overcome the barriers they face. All the work User Voice has done suggests offenders want to talk to people who have 'walked in their shoes' and experienced similar life events.

## What We Do

In order to achieve this we do the following:

- User Voice **Councils**, which provide a platform for service users to have a voice. They have been developed for use within prisons and in the community for probation, youth offending teams and other related services. Their democratic processes enable voices to be heard and focus on collective challenges and solutions.
- User Voice **consultations**, which are bespoke projects that help service providers and commissioners access, hear and act upon the insight of their users. These include research and specifically designed workshops and have ranged from working with drug users on recovery services, to engaging with excluded and vulnerable young people on the future of social work.
- User Voice **peer support**, sometimes, through the gate, which provide support for people in the community or those who are leaving custody; one-to-one sessions and peer-led groups give practical help and inspiration. Our supporters are uniquely placed to promote and ignite real change, as advocates and role models.

## Impact

There are two sides to User Voice's impact:

1. Improving Services – with service user insight and experience, services can become more effective and accessible for hard-to-reach groups.
2. Promoting active citizenship – as service users engage with improving the services they access, they develop the skills and behaviours to become contributing members of society.

## **DUTIES AND RESPONSIBILITIES**

### **Business Development**

#### Grant fundraising:

- Build on relationships with existing trust supporters, writing reports to meet deadlines and submitting further applications for funding
- Manage and lead the identification of, and approaches to trusts and foundations that have not previously supported the work of User Voice,
- Identify and submit applications for prizes and awards that will raise the profile of User Voice and secure funding
- To achieve income targets as agreed

#### Corporate fundraising

- To organise corporate sponsorship events and activities
- To work with the business sector to examine innovative ways to develop programmes that can raise project finance

#### General Fundraising

- Support the Head of Policy in the development of User Voice's fundraising and communications strategy and action plans.
- Contribute new ideas for fundraising and identify suitable funding initiatives, and calls for proposals
- Produced detailed annual action plans on specific areas of responsibility outlined above, identifying areas for growth and development and outlining measurable objectives
- Objectively review the success and achievements against agreed targets, identifying strengths, weaknesses and areas for development

#### Communications

- Contribute to the production of the Annual Review and Newsletter, including writing copy, liaising with printers and designers, distribution to country offices and donors.
- Ensure the website fundraising and communications information is up to date.
- Collate case studies, photographs and information from the field.

### **Operations Management**

#### 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

#### Performance management:

- 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

#### 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
- Use performance management data to identify areas that need to be improved in project delivery

#### Additional duties:

- In addition, 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
- To work in a flexible way when the occasion arises so that tasks, which are not specifically covered in the job description, are undertaken
- To ensure that all services are delivered in accordance with the organisation's responsibilities under health and safety, child protection and safeguarding legislation by acting in accordance with provided training
- To ensure the promotion of equality and diversity in all areas of User Voice's work

### **PERSON SPECIFICATION**

#### Essential:

1. Demonstrable and relevant experience of monitoring programmes and projects to a high standard
2. Demonstrable and relevant experience of drafting and negotiating contracts
3. Strong client management skills, with a track record of developing business relationships
4. Proven record of successful applications for substantial funding from trusts and other grant-making bodies
5. Demonstrable ability to develop relationships with and secure income from corporate partners
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 and understanding of the promotion of equality and diversity
9. A strong and demonstrable commitment to and understanding of the promotion of safeguarding
10. Excellent communication, presentation, written and IT skills

Desirable:

1. Experience of the criminal justice system and/or other associated systems as a service user with the ability and motivation to harness this experience positively in working with service users.

## **FURTHER INFORMATION**

### **Equality and diversity**

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

### **Disclosure and Barring Service (DBS) checks**

This post is subject to an enhanced criminal record disclosure check via the new Disclosure and Barring Service (DBS) processes, as the post holder will have regular unsupervised access to children, young people and/or vulnerable adults. The purpose of the check is to ensure that the nature of the applicant's criminal record, considered alongside evidence of the applicant's rehabilitation, does not indicate that his or her employment in this role would put current service users at risk.