



JOB DESCRIPTION

Role:	Engagement Team Leader
Location:	Midlands
Contract Type	Fixed-term Contract
Hours:	Full-time
Objective:	To ensure that engagement with service users is delivered to a high standard, to contractual requirements and to the User Voice model
Salary:	Up to £30,000, depending on experience
Holiday:	25 days per annum plus public holidays
Probationary period:	The post is subject to a six-month probationary period

APPLICATIONS

Applicants should send a CV and a statement of their suitability/covering letter outlining their experience against each point of the Person Specification to:

User Voice, 20 Newburn Street, London, SE11 5PJ or recruitment@uservoice.org

Closing Date for applications: Friday 1st February 2019

Note: There is extensive travel within this role. If you want to discuss this role further please contact us on: 020 3137 7471

User Voice is founded on a commitment to change structures to make them fairer for everyone. We celebrate diversity in all forms and proactively encourage applications from all motivated candidates. All employment is offered on the basis of skills, experience, merit and need.

ABOUT USER VOICE

User Voice was set up to address the 'Us vs Them' culture inherent within the criminal justice system. We are committed to making the criminal justice system work for everyone. Our unique approach is designed, deployed and delivered by former service users working alongside current service users and providers.

We bring about transformation in three main areas:

- in institutions, employing the User Voice Council model in prison and probation settings
- in individuals, using a peer-led approach in all we do
- in the agenda, using user-led research to influence policy and debate.

User Voice believes that with the right opportunity, encouragement and support, everyone can play an influential role in society.

DUTIES AND RESPONSIBILITIES

Engagement is central to User Voice's activities. The Engagement Team Leader will have significant experience of engaging service users through a range of techniques and approaches involving them in the design, delivery and evaluation of services.

They will be able to use this expertise to manage people in the regional Engagement Team and others involved in User Voice projects to ensure they are delivered to the User Voice model and contractual requirements.

As a regional manager the Engagement Team Leader will be responsible for engaging with local stakeholders, in both project delivery and business development activities.

Responsibilities

- Utilise experience of engaging with criminal justice service users to lead the Engagement Team in their project delivery
- Liaise with and report to commissioners and clients in a timely and clear fashion
- Engaging with other relevant stakeholders, such as partner agencies
- Oversee the management of regional projects and reporting to your line manager on progress
- Oversee project budgets in the region
- Ensure that project objectives and deliverables are met in accordance to contractual commitments
- Oversee the collection of monitoring and evaluation data
- Manage the regional Engagement Team, including the delegation of tasks and responsibilities to appropriate personnel
- Set and continually manage project expectations with Team Members
- Manage the recruitment of Team Members to ensure a balanced team in terms of skills and abilities
- Generate additional regional income, such as new contracts or grant funding
- Develop links with local commissioners
- Attend regional events to identify regional partners
- Speak and present at local conferences and events.

In addition to the above, the post holder will be required to perform other duties that are assigned from time to time. However, such other duties will be reasonable in relation to the individual's skills, abilities and grade.

PERSON SPECIFICATION

Essential:

- Experience of the criminal justice and/or youth justice system as a service user
- Demonstrable experience of engaging criminal justice service users to a high standard
- Demonstrable and relevant experience of managing a project
- Demonstrable and relevant experience of managing volunteers or small teams, ideally ex-offenders, to ensure effective delivery
- Demonstrable and relevant experience of managing budgets
- Well-organised with the ability to prioritise tasks effectively and meet deadlines amid a range of competing demands
- Ability to work effectively with colleagues and external stakeholders at all levels
- A strong and demonstrable commitment to the aims and values of User Voice
- A strong and demonstrable commitment to the promotion of equality and diversity
- Ability to drive, own a car and willing to travel
- Good written and IT skills to support the co-ordination and management of projects
- Subject to successful prison vetting and User Voice induction.

Desirable:

- Demonstrable and relevant experience of managing multiple programmes and projects to a high standard
- Demonstrable and relevant experience of managing, motivating and supporting large teams, ideally ex-offenders, to ensure effective delivery
- Demonstrable experience of generating income and other business development activities.

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.