USER VOICE
ONLY OFFENDERS CAN STOP RE-OFFENDING

REGIONAL MANAGER – JOB DESCRIPTION

Role:	Regional Manager
Location:	Based in South West of England
Contract Type	12 months Fixed Term Contract (potential to be extended or made permanent reliant on funding)
Hours:	40 hours per week
Responsible to:	Chief Operating Officer
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 (pro-rata for part time)
Holiday:	25 days per annum plus public holidays (pro-rata for part time)
Probationary period:	The post is subject to a six-month probationary period

User Voice is a unique and values-based organisation. This means that it places its mission and its end goal - engaging with service users and giving them prominence in the process of the improvement of criminal justice services – at the heart of everything it does. Our values are described below, and they and associated behaviours provide the framework for growing and managing the organisation.

- Ordering Chaos
- Optimism
- Resilience
- Authenticity
- Democracy

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 have been delivering significant change in the Criminal Justice System for a decade and bring about transformation for: institutions, individuals and the agenda – so the system can work for everyone. We believe the experience of users is vital for positive change.

There are three key areas of behaviour that relate to working at User Voice:

- As an ex-offender, how you behave and conduct yourself in all aspects of life
- Your life is manageable and you can prove it
- You are passionate about helping other people

This is a demanding, exciting, rewarding job with a focus on people and outcomes. You will join a dedicated organisation and dedicated teams with outstanding line management and opportunities to grow and develop. This job will include, not exhaustively:

- Effective use of the unique User Voice Model to harness experience of engaging with criminal justice service users to lead the Engagement Team in their project delivery.
- Staff and stakeholder engagement, including through presentations, staff meetings and individual meetings & developing links with local commissioners.
- Creating effective communications with commissioners to enable a No Surprises relationship and create appropriate trust and openness in commercial relationships.
- Growing and sustaining a network of professional relationships externally and across the business and with stakeholders within the criminal justice sector to enhance User Voices capacity to engage and grow Demonstrate and broadcast project impact and outcomes with the widest possible service user community audience.
- Budget management and forecasting, resource management including people, regional finance responsibility.
- Representing User Voice at regional and national forums, conferences and events, as ambassador and as commercial pathfinder, identifying regional partners where relevant and developing and sustaining positive relationships and business opportunities
- People management and line management that includes: recruiting, managing, motivating, developing and training staff, service users and volunteers, including providing clear activities, support and signposting them to further opportunities creating a recruitment pipeline from within the projects participants to provide a flow of participants to drive projects forward, Identifying and creating progression opportunities for staff & Council members
- Identifying and managing risks associated with recruiting team members and project participants.

- Group facilitation, including meetings, focus groups, workshops and large events.
- Leading on the development of project planning and organisational resources
- Regular reporting progress against project plans, objectives & contract deliverables, (including quarterly and annual reporting to commissioners)
- Ensuring contractual security access requirements are adhered to, managing the collection & storage of project data and outcomes within existing frameworks and within General Data Protection Regulations

Some of the things against which your effectiveness and performance will be measured and through which you will be able to demonstrate and develop your skills are:

- Contract deliverables
- Individual KPIs
- Talent development & positive progression
- Contract retention
- Number of engagements - KPI
- Quality of engagement
- Engagement with external agencies
- Engagement with commissioner's staff
- Number of Council members - KPI
- Length of time on Council - KPI
- Time to on-board Council – KPI
- Council diversity
- Quality of relationships
- Identifying progression opportunities
- Accuracy / frequency of data capture & entry
- Accuracy / frequency of reporting
- Resources Management
- Volunteer management
- Quality of proposals
- % of proposals accepted & implemented – KPI
- Positive proposal outcomes - KPI

- Positive Council member progression - KPI
- Additional income generation

All employment is offered on the basis of skills, experience, merit and need

Disclosure and Baring 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.

This post is also subject to the successful completion of the relevant prison and or probation standard plus security vetting process.