Person specification Regional Manager

CRITERIA	ESSENTIAL	DESIRABLE
Education / Qualifications	• Full clean driving license • People focus, relationship maker	• Level 3 Award in Education & training • Management & Leadership qualifications
Lived experience	• Experience of the criminal justice system as a prisoner or probation service user • Ability and motivation to harness this experience positively whilst working with service users	• Working in a position where this experience has been utilised and openly used as an engagement tool
Professional experience	• Professional experience in any area(s) that relate directly to the job description and the organisation and its activity. • Line management skills and understanding	• Professional membership of an organisation relevant to User Voice and/or the job description
Experience	• Engaging criminal justice service users to a high standard • Working effectively with external stakeholders at all levels • Managing volunteers or small teams, ideally ex-offenders, to ensure effective delivery • Managing and reporting on projects • Managing budgets effectively • Line-management	• Managing multiple programmes and projects to a high standard • Dealing with staff grievances and disciplinary • Generating income and other business development activities • Planning & Managing events • Facilitation of

	• Managing data and information	workshops & training
Know-how	• Excellent written communication and IT skills to support the co-ordination and management of projects	
Skills / Abilities / Personal Attributes	• Well organised with the ability to prioritise tasks effectively and meet deadlines amid a range of competing demands • Ability to act as an effective, authentic and credible advocate for User Voice's values, methods and programmes with the ability to inspire and motivate service users • Ability to communicate confidently with clarity and enthusiasm around User Voice aims and objectives with partner agency staff • A strong and demonstrable commitment to the aims and values of User Voice • A strong and demonstrable commitment to and understanding of the promotion of safeguarding and equality & diversity • Group facilitation skills	