



Job Title: Strategic Team Manager – Prison Leavers

Reports to: Head of Strategic Partnerships - Prisons

Salary: to £34,000 pro rata - 30 hours

Location: various London locations

Job Description

Job Purpose

As a Strategic Team Manager, you will be supporting the Head of Strategic Partnerships with the smooth running of the Prison Leavers Project. Leading from the front you will be managing a small team of In-borough and In-Custody Coordinators across various prisons and local authorities. This will also involve tracking and monitoring the quality of their delivery and working closely with the Data Integrity Lead to ensure that data is captured in a timely and accurate method.

As the Strategic Team Manager your role is a critical operational link across all workstreams with the key delivery partners; Bounce Back, Change Grow Live, A Fairer Chance, Rise Mutual and Be Onsite. You will be Account Managing key relationships with prisons, probation, local authorities and agencies involved in referring prison leavers into the project.

Core Responsibilities

- Support the Head of Strategic Partnerships with creating a culture of high performance and achievement with your teams
- Monitor closely the pathway for participants through the gate, reconnecting with their families, wider communities and gaining employment, training and education where relevant.
- Carry out regular audits on risk assessments and individual support plans with recommendations
- Lead the monitoring of productivity targets including referrals, training, employability goals and engagement
- Chair regular case conferencing liaising with safeguarding officer making sure the team follow best practice and processes for reporting safeguarding concerns
- Ensure participants are referred to Case Management if they are interested in joining any of the Bounce Back programs, adhering to the Bounce Back referral framework
- Work with referral partners including wider Bounce Back team to agree any changes to their individual support plans. Ensuring they compliment and not duplicates existing resettlement plans
- Direct liaison with prison and probation staff to gain a better understanding of the potential restrictions in place when working with individual participants. Keep communication channels open when it comes to updates to resettlement plans
- Support the smooth running of referral partner engagement events
- Actively promote training and employment opportunities available to participants, referring them to training and jobs within the Bounce Back network
- Work with wider Bounce Back colleagues to identify participants and employers that are willing to provide case studies and/or positive testimonials
- Ensure that all records are up to date, accurate and meet all GDPR requirements.
- Update all relevant databases with all data fields completed monthly. Quality and compliance will be reviewed during monthly appraisals with your team
- Act as an ambassador for Bounce Back at external networking events, including being a key note speaker

Personal Specification

Knowledge and Skills

- Extensive experience of working within Recruitment, Careers Coaching or other relevant Information Advice and Guidance positions
- Extensive experience of either managing key accounts or individual business development with a wide range of companies
- Experience of providing support to team members to achieve their KPIs and develop in their roles
- Experience of attending steering group or commissioner review meetings on behalf of an organisation
- Experience of supporting participants with drug and alcohol misuse issues
- Knowledge of a range of industries and employer networks across various disciplines
- Knowledge of the issues and challenges related to complex needs and employment
- Knowledge and understanding of smart tools
- A clear understanding of the rewards and challenges of working in partnership with community clinical teams, job centres, regional and central government
- Experience in delivering employability training either 121 or in groups
- A working knowledge of safeguarding and risk management procedures
- A sound knowledge of capturing data through varied tools
- Excellent written and verbal communication skills
- Strong IT skills, including proven experience of using and maintaining a database
- Knowledge and experience of the criminal justice system

Personal Qualities

- Committed to Bounce Back's belief that everyone has the ability to change and deserves an opportunity to do so
- Authentic, empathetic communicator with a high level of emotional intelligence
- A charismatic and confident communicator with the ability to influence change
- Passionate and proactive people person who actively contributes within a team
- Thrives under pressure and adaptable to the demands of a changing environment
- A highly organised individual with a sense of urgency in meeting deadlines