



**Job Title:** Training Delivery Manager  
**Reports to:** Head of Training  
**Direct Reports:** Tutors  
**Hours:** Full time (some flexible working required)  
**Location:** Central London & various HMP Prisons (London/South East)

### **Background**

Bounce Back is an award-winning charity and social enterprise that over the last ten years has transformed the lives of thousands of men and women with convictions by providing access to training, self-employment, and long-term career options.

We currently run a varied Education & Training programme from our expanding network of training centres. We are committed to delivering a programme that offers a first-rate service to our learners, making sure they leave our training centres with the breadth of skills needed to (re)enter the job market and have varied career choices available to them. The design of our training is often influenced through our employer network, supporting them to address skills shortages. The current delivery as of May 2022 is as follows:

HMP Brixton: Dry Lining, Scaffolding, Painting & Decorating  
HMP Isis & HMP Pentonville: Painting & Decorating  
HMP Thameside: Multiskills  
HMP Wandsworth: Dry Lining  
Community Training: Central London

Our dedicated case management team provides tailored support to participants to help them secure employment post training. Helping address any additional barriers to work such as housing, mental health and debt & finance has been crucial to sustainable outcomes. Additionally, in partnership with prisons, probation and charity partners we are able to provide vital wrap-around support.

We have engaged directly with over 300 employers, and we are now recognised as the 'go-to' recruiter for the construction industry which knows that they can come to us to find loyal and skilled employees.



## Job Description

### **Job Purpose**

The Training Delivery Manager is accountable to the Head of Training ensuring that Bounce Back achieves its strategic objective of improving the education and employment prospects of learners. A key focus of the role is to ensure the smooth operational delivery of our largest prison training contract, currently operating in four prisons. Through your engaging leadership of the prison tutors and your relationship management with prime contractors, key prison staff and awarding bodies, you will deliver a quality service. Your role will involve full contract management accountable to the prime contractor including monitoring quality of delivery, cost controls, health & safety audits, safeguarding and achieving contractual learning outcomes.

### **Core Responsibilities**

- Successful project management of new and existing prison education contracts including full mobilisation, delivery, compliance and evaluation
- Secure and sustain effective teaching and learning throughout the organisation by delivering a robust quality assurance process that includes effectively monitoring and evaluating the quality of teaching and standards of learners' achievements
- Effectively manage awarding organisation relationships and facilitate EQA visits
- Respond to the organisational ethos of learner rehabilitation working collaboratively with Bounce Back's Case Management teams, ensuring all learners have a smooth transition from custody to the community
- Contribute to curriculum innovation to ensure that Bounce Back stays abreast of developments in the sector ensuring relevant delivery to provide learners with the tools they need to ensure they are work-ready
- Ensure tutors work within and adhere to Bounce Back's Equality & Diversity, Safeguarding and learning policies
- Guarantee Bounce Back effectively complies with health and safety requirements for all our stakeholders including staff, learners and visitors by ensuring all risk assessments are in place and current
- Support the active participation of learners at engagement events with our expanding network of employers and funders
- Act as Bounce Back's quality nominee taking responsibility for the delivery and compliance of Bounce Back training programmes with awarding body external verification, prime prison contract colleagues and external inspection organisations e.g. Ofsted
- Ensure active engagement across all prisons with prime contractors including attending meetings, training and the delivery of KPI's within agreed timeframes
- Develop a culture of personal accountability and responsibility with the tutors which recognises both excellence and supports appropriate strategies to deal with underperformance
- Represent and be a role model for Bounce Back at a range of external settings including funding and awarding bodies, conferences, employer partnership meetings, prime contractors and external regulatory bodies



## Personal Specification

### **Knowledge and Skills**

- Detailed knowledge of a range of sectors including criminal justice, social work, voluntary agencies, construction, built environment and/or facilities management
- Proven track record of working within a further education setting or delivering within custody under a specific education framework
- Experience of managing Health & Safety in the workplace
- Experience of curriculum planning and programme management
- Knowledge of Traineeships, Apprenticeships and the accreditation process
- Proven track record of working with awarding bodies and successful outcomes from EQA visits
- A clear understanding of the rewards and challenges of working in partnership with prisons, probation, job centres and regional and central government
- Extensive people management skills including managing recruitment and retention of diverse workforce
- A clear understanding of the principles and procedures for safeguarding vulnerable adults including the 'Prevent' strategy
- Extensive experience of working with people with complex needs and/or emotional barriers to learning, ideally within a custodial setting
- Excellent written and verbal communication skills
- Proven track record of using a variety of evaluation methods and generating of reports with both quantitative and qualitative data
- Strong IT skills, including proven experience of using and maintaining a database
- IQA qualified
- AET certified or equivalent

### **Personal Qualities**

- Committed to Bounce Back's belief that everyone has the ability to change and deserves an opportunity to do so
- Passionate and proactive people-person able to build effective relationships with all people
- Charismatic leader instilling a "can do attitude" with their teams
- Strong negotiation skills with the ability to dissolve conflict quickly
- Authentic and empathetic communicator with a high level of emotional intelligence
- A solution-focused problem solver with a creative instinct and the ability to make "on the spot" decisions
- A highly organised individual driven by quality of results and able to manage multiple tasks