

## Job Description & Person Specification

### Regional Manager

|                     |  |
|---------------------|--|
| <b>Location</b>     | Home based. The role includes regular travel across the region. The Shannon Trust geographical region for this post is East Midlands / East of England |
| <b>Reporting to</b> | Director of Operations   |
| <b>Hours</b>        | Full-time, 35 hours per week. 12 month contract, commencing January 2022.  |

#### **Role summary**

Shannon Trust's vision is of a future where everyone can experience the positive impact of learning. As a regional manager, your role is to make this a reality by overseeing the successful delivery of the Shannon Trust reading programme in your area. You are responsible for ensuring our programmes operate effectively, meeting the needs of learners. You will also hold a thematic leadership role, supporting the development of the organisation's operational delivery in one of five key areas. Working remotely, your time is divided between your thematic lead role, the management of regional volunteer teams and overseeing the performance and development of our programmes in partnership with prison/community staff teams.

#### **Thematic lead role**

The post holder will take the operational lead for a thematic area to be defined in 2022. Previous thematic leads have included volunteer development, programme development, data and insight, and resource development. Thematic lead roles will be defined in line with the organisational priorities for the year.

#### **Development and delivery of programmes**

- Leading and overseeing the effective delivery of Shannon Trust's programmes in prisons and the community.
- Holding responsibility for regional programme performance. Through effective programme management, resource management, planning and prioritisation, ensure each prison is on track to meet and, where possible, exceed its objectives and targets. Provide regular reporting and utilise the support of your volunteer teams to manage day-to-day delivery.
- Overseeing quality programme delivery by ensuring organisational standards are being met, seeking ideas and opportunities for improvements. Share best practice and learning with the wider operational team to drive up standards and encourage innovation across the organisation.
- Developing solutions to overcome operational challenges and create the conditions for your volunteer teams to do the same.
- Managing a regional budget for your area and ensure regional activities are delivered within the agreed budget.
- Building and maintaining positive cross-sector relationships and local partnerships that support the growth and development of the Shannon Trust programme. Identify key personnel and invest time into effective stakeholder management. This includes, but is not limited to, prison senior management teams, prison education providers, prison governors and other relevant statutory and voluntary agencies in the prison or local area. Act as an ambassador for the organisation and raise the profile of our work within your networks.
- Ensuring Shannon Trust is seen as a trusted, embedded provider of prison education. Represent the organisation at prison Quality Improvement Group meetings and link in with wider prison initiatives

and strategies, e.g. literacy strategies, peer mentor strategies, keyworker schemes, reducing reoffending initiatives.

- Working in partnership with volunteers and prison teams to ensure equity of access to the Shannon Trust programme by ensuring every person below Level 1 for literacy is offered the opportunity to improve their reading with Turning Pages.

### **Volunteer management**

- Directly manage and coordinate a team of volunteer area coordinators through regular communication, one-to-ones and reviews.
- Hold responsibility for a larger team of prison-based and administrative volunteers across your region, who report to the area coordinators. Ensure everyone in your team has the skills, confidence and resources they require to deliver an effective reading programme.
- Support area coordinators with the management of their volunteer teams and prisons to ensure prison plans are in place, data is being submitted and communication flows effectively.
- Conduct effective volunteer recruitment to ensure your team is reflective of the beneficiaries we serve and prisons are suitably resourced to meet demand.
- Ensure volunteers in your region have access to learning and development opportunities related to their prison and their Shannon Trust role. This includes the delivery of regional face to face training sessions, signposting to prison training and the use of digital learning.
- Organise and lead regional meetings and events to promote team working and the sharing of knowledge and best practice.
- Facilitate a volunteer team culture reflective of Shannon Trust's values, supporting the organisation's vision, mission and annual objectives.

### **Monitoring and evaluation**

- Ensure effective monitoring, evaluation and record keeping processes are in place in prisons across your region, and that internal databases are maintained (Salesforce, Curious).
- Utilise the internal database to monitor prison performance data on a monthly basis. Take a data-led approach to planning, resourcing, decision making and prioritisation.
- Complete quarterly reports for every prison in your region, informed by prison data and volunteer feedback. Ensure these are linked to prison-level plans.
- Embed service user involvement, engagement and participation approaches within your region, in line with organisational strategy and policy.

### **Communications**

- Ensure the effective flow of communication between Shannon Trust, prisons and volunteers through the facilitation of regular area and prison meetings, contribution to volunteer and prison staff e-updates and the appropriate use of Teams channels / email as required.
- Facilitate a 'feedback loop' to ensure themes from mentor meetings and area meetings feed into organisational decision making, and that organisational updates are shared appropriately with regional teams.
- Share trends and themes emerging in your region with the wider operational team to feed into planning and facilitate coordinated, consistent responses where required.

### **Other**

- Putting the learner at the heart of what you do, actively contribute to a culture of learning, reflection, team work and development, in line with the organisation's values.
- Participate in regular one-to-ones and annual reviews, contributing to the identification of objectives and professional development goals.
- Carry out health and safety responsibilities in accordance with the Health & Safety Policy.

- To undertake other duties and responsibilities commensurate with the role, as may be reasonably required by Shannon Trust or as a mutually agreed development opportunity. This document will be subject to periodic review in consultation with the job holder.
- Protecting Children and Vulnerable Adults is a core responsibility of all staff. Staff are expected to alert their line manager to any concerns they may have regarding the abuse or inappropriate treatment of a Child or Young Person, or Vulnerable Adults.

## Purpose

We support people in the criminal justice system to learn to read, so they can pursue wider opportunities and thrive in the community

## Vision

A future where everyone can experience the positive impact of learning

## Mission

To connect the power of volunteers, mentors and partners to offer a range of effective, accessible and flexible learning opportunities in prisons and the community

## Values

At Shannon Trust, we value:

### **The individual**

We are supportive and non-judgmental – with our learners, mentors, volunteers and each other. By focusing on learners' unique and individual needs, we can grow skills and confidence so they can reach their full potential.

### **Collaboration**

We can't achieve our vision alone, so we are resourceful and collaborative. By working with mentors, volunteers and partner organisations, we can ensure our programmes are widely accessible across the criminal justice system and communities.

### **Inventiveness**

We know reading can be the first step to transforming lives, yet we also recognise wider needs. Ambitious, energetic and creative, we take a learner-led approach to innovation to increase the breadth and impact of our work.

## Beliefs

We believe that...

- Nobody should be left out of learning
- Self-belief is essential to personal growth
- Learning can increase confidence, transform lives and reduce reoffending

## Person Specification

| <b>Experience</b>                  |   | <b>Essential</b> | <b>Desirable</b> |
|------------------------------------|---|------------------|------------------|
| 1                                  | Experience successfully managing programmes or services to a high standard. This includes overseeing service delivery, effective stakeholder management, resource management, programme development, monitoring and evaluation.   | X                |                  |
| 2                                  | Experience managing paid staff and/or volunteers.   | X                |                  |
| 3                                  | Experience in the use of digital business tools (e.g Teams, databases)  | X                |                  |
| 4                                  | Experience managing a wide range of relationships at different levels, including influencing stakeholders, building partnerships and working collaboratively with external agencies.  | X                |                  |
| 5                                  | Experience delivering training  | X                |                  |
| 6                                  | Previous employment or volunteering experience in either the criminal justice system (prison, probation or voluntary sector), an adult literacy setting or related field.   | X                |                  |
| 7                                  | Experience of peer-led services / peer mentoring programmes   |                  | X                |
| <b>Skills and abilities</b>        |   | <b>Essential</b> | <b>Desirable</b> |
| 8                                  | Ability to inspire, support and lead a team of volunteers utilising a collaborative and coaching approach; encouraging reflection, learning and team work to solve delivery challenges and reach objectives.  | X                |                  |
| 9                                  | Ability to work proactively and delegate appropriately. Good time management skills, with the ability to prioritise your workload, work under own initiative and manage multiple programmes.  | X                |                  |
| 10                                 | Ability to manage day-to-day operational needs whilst simultaneously working strategically on the longer-term development of the programme.   | X                |                  |
| 11                                 | Excellent communication skills, with the ability to get Shannon Trust 'on the agenda' and lead change. Able to build positive relationships, network, influence and communicate messages to a range of audiences including prisoners, volunteers, prison governors and staff. | X                |                  |
| 11                                 | Ability to write clear, succinct reports, emails and other key communications.  | X                |                  |
| 12                                 | Ability to work in a results focused way, with a focus on the best outcomes for learners.   | X                |                  |
| 13                                 | Ability to foster and demonstrate the values, aims and objectives of Shannon Trust in your work.  | X                |                  |
| <b>Knowledge and understanding</b> |   | <b>Essential</b> | <b>Desirable</b> |
| 14                                 | Understanding of the reasons why adults might not be able to read, and the personal and practical barriers to engaging with education faced by people in prison and the community.  | X                |                  |
| 15                                 | Knowledge and understanding of the criminal justice system.   |                  | X                |
| 16                                 | Knowledge and understanding of the education landscape in prisons, including policy related to prison education and rehabilitation.   |                  | X                |

|                                       |   |                  |                  |
|---------------------------------------|---|------------------|------------------|
| 17                                    | Knowledge and understanding of the difficulties faced by lower level readers caught up in the criminal justice system.        |                  | X                |
| <b>Technical &amp; qualifications</b> |   | <b>Essential</b> | <b>Desirable</b> |
| 18                                    | IT literate with experience of using Microsoft Office.  | X                |                  |
| 19                                    | Experience using volunteer and service user databases for effective record keeping. (e.g. Salesforce).                        |                  | X                |
| <b>Personal characteristics</b>       |   | <b>Essential</b> | <b>Desirable</b> |
| 20                                    | Proactive, solution focused, patient and tenacious. Tactful whilst able to act with diplomacy.                                | X                |                  |
| 21                                    | Performance minded and results orientated, with learners at the heart of what you do.   | X                |                  |
| 22                                    | Non-judgemental attitude towards working with prisoners.<br>Committed to anti discriminatory and inclusive working practices. | X                |                  |

### Circumstances

- The right to work in the UK.
- Able to accommodate a home office, in an area with good transport links to prisons in your region.
- Able to travel to prisons and attend meetings in a timely manner within your region and staff meetings in a central location.
- Appointment will be dependent upon successful security vetting by Her Majesty's Prison Service.