

PERSON SPECIFICATION

Job title	Service Manager –Criminal Justice
Hours	26 hrs pw

Evidence of meeting the selection criteria will be assessed via: application(A) interview/exercise(IE) or during probation period(P)	Α	IE	P
The person will have the following qualifications, knowledge, experience, skills and abilities:			
 Relevant degree or professional qualification (NVQ level 4 minimum) in a related field (e.g. Management, Probation, Health Care, Social Work, equivalent overseas qualification). 	х	х	х
Evidence of continuous professional development.	Х	х	Х
• Experience of management and leadership, including line management, and supporting staff to reach objectives.	х	x	х
• Experience of leading on specific areas of service or business development within a business, justice, health or social care setting.	x	х	x
Experience of budget, contract, and risk management.	х	Х	Х
 Experience of working as part of a management team, taking collective responsibility for meeting service or organisational objectives. 	х	х	х
Experience of change or leading a new development/services.	Х	Х	Х
Knowledge of criminal justice services and wider operating and political landscape.	Х	Х	х
 Knowledge and application of management practice in relation to the supervision, support, development and performance monitoring of staff. 	х	х	x
 Knowledge and understanding of management practice in relation to performance management and the delivery of high quality and responsive services. 	х	х	x
 Knowledge of strengths based approaches (recovery, personalisation, or desistance) and an understanding of the role of individuals and communities in supporting these. 	х	х	x
Knowledge of stakeholders and partners relevant to criminal justice services.	Х	х	х
 Ability to provide effective leadership and professional development in order to achieve responsive and effective services. 	x	х	x
Ability to manage and understand financial, resource, and risk implications when planning and developing services.	x	х	x
	X	X	Х

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		VI.	04/21	
•	Ability to develop constructive relationships with partners and commissioners.			
•	Ability to engage, consult and integrate with external stakeholders and communities.	Х	Х	Х
•	Ability to successfully manage periods of major change and restructure	Х	Х	Х
•	Ability to develop and coordinate flexible and outcomes-focused services to meet the needs of people from diverse backgrounds and with multiple needs.	Х	Х	Х
•	Ability to provide reports and data (verbally, written and electronically) to a standard that is appropriate to a range of audiences (internal and external).	Х	Х	Х
•	Excellent interpersonal skills; ability to recognise and respond appropriately to situations requiring tactful or diplomatic handling.	Х	Х	Х
•	Ability/experience of maintaining clear professional boundaries.	Х	Х	Х
•	Ability to work creatively to motivate and support staff.	Х	Х	х
•	Understanding of trauma informed and trauma responsive practice.	Х	X	Х
•	Knowledge of bias and inequalities of minority groups within the Criminal Justice System.	х	х	х
•	Ability to work within a busy environment, managing broad demands.	Х	Х	х
•	Strong IT skills [Outlook, Word, Excel, PowerPoint].	х		Х
•	Excellent organisational skills.	Х	Х	Х
•	Commitment to the values of A Way Out.	Х	Х	х
•	Commitment to equality and diversity.	Х	X	х
•	Willing to work flexibly within their role.	X	X	X
•	Emotionally resilient, with good self-care and self-awareness.	^	^	^
•	Passionate about the impact that gender specific services can have in supporting women to achieve desistance.	Х	Х	Х
•	Understanding the risks and benefits of Payment by Results commissioned contracts.	Х	Х	Х
•	Experience of working within the voluntary sector.	х	х	х
•	Full UK Drivers licence, and use of a car	Х	Х	х
•	Commitment to ongoing personal, and professional development	^	^	^
•	Has security clearance to work in prison, or be able to meet the requirements of this	Х	Х	Х
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The following would be desirable:				
Management related qualification/s or training.	Х	Х	Х	
 Experience of coordinating interventions that support individuals to develop their personal capital. 	х	Х	Х	
 Experience of working as part of a management team, taking collective responsibility for meeting service or organisational objectives. 	х	х	Х	
Experience of managing or delivering on initiatives funded by the European Social Fund.	x		х	

Please note this post exempt under section 7 (2) (e) and (f) of The Sex Discrimination Act 1975 and therefore open to female applicants only. The successful applicant will be subject to an enhanced DBS check.