

Implementation Manager – Minerva Services

Organisation:	Advance Advocacy and Non-violence Community Education (“Advance”)
Job Title:	Implementation Manager – Minerva Services
Reporting to:	Director of Criminal Justice Services
Contract term:	Fixed term contract for an initial 4 months (starting ASAP)
Salary:	£40,000 - £43,000 FTE pro rata for contract term
Pension:	Workplace pension
Working Hours:	35 hours per week
Number of posts:	3
Work Location:	Initial home working with regular travel across London and the South-East of England (dependent on region). The successful candidate will have a full UK driving license and the ability to secure a vehicle for use (with mileage to be compensated)

- Position 1 – Hampshire and Kent
- Position 2 – Essex, Bedfordshire, Hertfordshire, and Thames Valley
- Position 3 – London

*This post is open to **female applicants only** as this is deemed a genuine occupational requirement under Schedule 9, Paragraph 1 of the Equality Act 2010.*

Advance is committed to equality and diversity and strongly encourages applications from women with diverse backgrounds, including those with disabilities, BAME and LBT communities.

About Advance

Advance is a well-respected, award-winning and innovative women-only organisation, established in 1998, providing emotional and practical support to women experiencing domestic abuse and supporting women with short-term sentences to reduce offending. We believe in empowering women and girls to lead safe, non-violent, equal lives so that they can flourish and contribute to the community. Our values are to listen and support, to empower and respect, to collaborate, innovate and be accountable. We have expanded our services significantly over the past 3 years, with 2020 annual income to over £4m and 90 staff, reaching over 4000 women and children.

We specialise in a range of services which support women experiencing domestic abuse and violence, through our Hammersmith office and at co-located offices across four central/west London boroughs. 8 years ago, we expanded our services further to include supporting women across large parts of London who have committed crime with short-term offences or who are at risk of offending. Many of the women we support are also experiencing domestic abuse and our aim is to reduce or end offending. Through the Minerva service, our goal is to divert women from the Criminal Justice System at the earliest opportunity and prevent families breaking down as a result. We believe that the criminal justice service is built for men, so it is important that a safe, woman-only service is available.

We are in the process of expanding our service further to include keyworker support and regional women's centres beyond our London footprint to Bedfordshire, Essex, Hampshire, Hertfordshire and Kent, along with Thames Valley, providing one-to-one advocacy and specialist work including workshops and group activities delivered by Advance in partnership with 13 voluntary organisations.

Job Summary

As an experienced senior manager with project management experience, the post holder will work alongside the Regional Senior Services Manager and Director of Criminal Justice Services to roll out the Minerva service to the regions outside of London through the implementation and mobilisation of our service and Women Centres, ensuring outcomes and impact are delivered in line with contract requirements.

She will lead on development of an implementation plan and managing its delivery to the required standard, ensuring the delivery of high quality service, quality systems and ensuring we adhere to safeguarding standards at all times.

Forming, developing and maintaining relationships with relevant partners, stakeholders and funders, she will also represent the organisation and support the development of strategic plans to ensure the sustainability, development and delivery of Advance services. She will be responsible for embedding the Minerva model/approach in terms of service delivery amongst the partnered services and stakeholders.

Key Tasks

- Review and understand the contractual obligations for service delivery
- Draw up the mobilisation and implementation plan in line with contractual requirements
- Identify the actions required to deliver the plan and work closely with the service teams as well as finance, business development and HR teams to ensure effective delivery
- Set up and develop partner relationships, stakeholders and local networks in the regions for service delivery
- Develop strong relationships and regular communication with partner services / teams
- Manage the project finances to ensure implementation costs are within budget
- Work closely with the SSMs across the CJ service within Advance to successfully embed the new teams, processes & partnerships within the wider Minerva team

Main areas of specific responsibility

- Work with the Human Resources team to manage TUPE arrangements in line with contractual requirements, and to recruit and train high quality frontline staff
- Work with the Finance and Business Services team to identify suitable spaces for women's centres and/or hubs, arranging leases/agreements and overseeing building work & fixtures/fittings as required
- Manage Women Centres' specific risk registers/ risk assessments during mobilisation phase and hand these to Regional SSM once steady state has been achieved.
- Work with the Finance team to set up the necessary finance systems and controls for on-going budget management
- Work with the Insights team to establish data collection and systems to monitor contractual requirements and KPIs
- Create contracts for subcontracted partners, ensuring they are engaged in the process and there is a clear working agreement that is understood by all involved in service delivery
- Implement protocols with sub-contracting partner agencies, including service delivery and financial reporting

- Actively participate in multi-agency working parties and strategy and operational meetings in collaboration with Regional SSM, Director of Criminal Justice Services and the CEO.
- Ensure the work of the Advance team and sub-contracted partners is delivered to a high quality and in accordance with the agreed models/approaches
- Set up and implement the training programme for Advance and sub-contracted partner staff in line with contractual requirements
- Set up and implement quality assurance systems for Minerva services including contract compliance alongside the Regional SSM.
- Collaborate with Ministry of Justice mobilisation team and national women's providers to create consistency and meet national quality marks
- Work with the Communications Manager to draw up a communication plan to ensure the new services are well-known, including the use of social media & website updates
- Prepare regular internal and external status reports, identifying potential risks and opportunities, proposing and agreeing appropriate solutions/contingencies, and ensure implementation of agreed actions.

General duties

- At all times uphold the strong reputation of Advance Criminal Justice services and remain professional in conduct.
- Work as part of the Management Team, liaise with staff at all levels, and collaborate with colleagues to ensure delivery of organisational services and priorities, as directed. Protect the safety and security of Advance, service users, staff, volunteers and buildings, and the confidentiality of records and other information
- Uphold the rights of women, children and young people who have experienced domestic violence, and proactively assess the needs and safety of children and women to ensure that any risks/needs identified are addressed
- Have full regard to Advance's Safeguarding Children's policy and Safeguarding Adults policy. Ensure the effective implementation of Advance's Safeguarding, Health & Safety, Equality and Diversity and other policies and procedures and uphold the core values of Advance.
- Be responsible for your own personal learning development and keep up to date on research, relevant legislation, policy and practice, and other literature relevant to the role. Participate in supervision, training and meetings as required, and assist in the development of services in line with agreed development plans.
- Work across teams and undertake such other appropriate duties, as may reasonably be expected.

This job description sets out the duties of the post at the time when it was drawn up and will be reviewed from time to time. Duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

PERSON SPECIFICATION: Implementation Manager – Minerva Services

A= Application and I= interview

KNOWLEDGE AND QUALIFICATIONS	
1. A relevant qualification (e.g. management criminal justice, women’s issues) or significant relevant experience working within the sector	A
2. A thorough knowledge of issues relating to women in the criminal justice system.	A and I
3. Strong understanding of project management and quality assurance processes	A and I
4. A good knowledge and understanding of organisational systems and frameworks	A and I
5. Good understanding of the operation of local and national government, the criminal justice system and public sector environment in which services operate.	A and I
EXPERIENCE	
6. Significant experience of strategic planning and operational management at a service manager level,	A and I
7. Significant experience of work with women and/or young people with a complex range of needs, particularly within the criminal justice system, in custody and/or community.	A
8. Experience of developing and implementing women’s centres	A
9. Experience of developing and leading teams both internally and externally including harnessing the strengths and potential of staff at all levels of an organisation and maintaining a strong and motivated team.	A and I
10. Experience of project management, and implementing quality assurance processes and frameworks, monitoring evaluating and measuring impact	A and I
11. Experience of managing and working within budgets	A
12. Experience of working within partnerships, preferably of setting up / developing partnerships. Experience of working in partnership with statutory settings, including local authorities, social care, the police, courts, probation and other services will be preferred	A and I
13. Experience with report writing, including management reporting, and analysis of outcomes, evaluation and impact of services is desirable	A and I
14. Experience of managing organisational change in order to secure operational efficiencies, improve service quality and embed working culture and values.	A and I
SKILLS	
15. Ability to work on one’s own initiative, prioritise own work and to plan and organise work of others effectively to meet deadlines and deliver required results and standards	A and I
16. Enthusiasm, self-confidence, excellent verbal and written communication and presentation skills	A and I

17. Ability to build strong and effective relationships and partnerships, dealing with ambiguity and resolving conflict effectively, achieving the right outcomes for the organisation	A and I
18. Ability to manage change and new programmes of work to a high standard	A and I
19. Ability to work effectively under pressure within a stressful environment, and to deal with difficult or unpredictable situations	A and I
20. Strong IT skills and the ability to monitor and evaluate services using data base software systems and/or manual systems.	A
21. Ability to develop and implement solutions independently, with a can-do attitude and results-driven	A and I
GENERAL	
22. Willingness to carry out the policies and procedures of Advance, to work to agreed guidelines and codes of conduct, to flexible and be adaptable, to be dedicated to and work to continuously improve services in response to the changing needs of women and children.	A
23. A firm commitment to women, children's and young people's rights and to work within Advance's framework and its core values.	A and I
24. Excellent understanding of and commitment to the importance of confidentiality and anti-discriminatory practice; safe practice and health and safety procedures; and their application in practice.	A and I
OTHER	
25. Full UK drivers' license and access to a vehicle to be used for work purposes	A and I