

Job Description – Regional Manager Justice

Located in	Reporting to	Hours	Job Family & Area
Northeast/Yorkshire and Humber	Assistant Director	Full or part time	IAG

Job Purpose

The post holder will work closely with the Assistant Director to manage and coordinate the Information Advice and Guidance delivery across the prison estate in the North.

This is a challenging and varied role that would suit an outstanding candidate that has a real passion for supporting offenders and returning citizens to contribute positively to society.

To manage and lead the success of Acorn Training’s Justice contracts in your allocated region. This involves building and maintaining strategic partnerships with MOJ staff, serving as a representative at key meetings, effectively managing Acorn staff on six sites fostering local connections to secure support which ensures the sustained growth, achievement, and profitability of the designated contracts.

Key Responsibilities

- Achieve the KPIs set on a daily, weekly, and monthly basis.
- Ensure consistently high levels of customer satisfaction and retention.
- Attend all site meetings with MOJ representatives.
- Manage, support, coach all existing staff in establishments.
- Undertake all HR practices for your team including recruitment, induction, training, high quality Scorecards and 121s.
- Actively promote Acorn Training's services and training programmes effectively.
- Identify and develop productive and sustainable relationships with MOJ, partners, and wider stakeholders.
- Keep your knowledge up to date in all sectors to provide personalised, passionate, and ethical information, advice and guidance.
- Use MOJ and Acorn systems accurately and consistently to document your progress, achievement and areas for improvement.
- Share knowledge and best practices with your colleagues and peers to enhance the experience of our in-prison support.
- Contribute positively to the effectiveness and efficiency of the business, offering new suggestions and ideas wherever possible.
- Ensure consistently high levels of customer satisfaction for prisoners, MOJ and stakeholders.

Key Performance Indicators

- Achievement of contract KPIs
- Achievement of specific contract requirements
- Development of key partnerships in MOJ
- Staff Retention
- Positive brand image and recognition across region
- Timely and accurate reporting
- Achieved multi-site management.

Health and Safety

- You will ensure you follow all Acorn Training health and safety guidelines and fire regulations set out in the policies, follow safe working practices, and complete all mandatory training requirements.

General

- Be aware of and follow all Acorn Training policies.
- Have monthly 121's throughout the year to monitor performance, objectives and progress and support your personal development and wellbeing.
- Take part in any required training needed to fulfil your role.
- Commitment to all Acorn Policies, procedures and social value activities.
- Promote and uphold the principles, policies, and all relevant statutory requirements, including the Equality Act, the HASWA, GDPR and Safeguarding, including Prevent.
- Undertake such other duties as may be required from time to time commensurate with the level of the post.

Person Specification

Criteria	Essential	Desirable
Qualifications and specific training	<ul style="list-style-type: none"> • GCSE grade A*-C (or equivalent) in English and Maths • Full driving licence and access to vehicle with business use insurance 	<ul style="list-style-type: none"> • Level 4 Management qualification • IAG qualification at Level 3 or above
Experience	<ul style="list-style-type: none"> • Minimum of two years of management experience, with a track record of high-quality achievement • Experience of managing multi-site teams 	<ul style="list-style-type: none"> • Demonstrated success in building and managing hybrid teams. • Experience /knowledge of justice sector • Prior experience in developing partnerships.
Knowledge	<ul style="list-style-type: none"> • Demonstrate a strong understanding of multi-site management • Demonstrate experience of team management 	<ul style="list-style-type: none"> • Understanding of the Criminal Justice Agenda
Skills	<ul style="list-style-type: none"> • Excellent communication and presentation skills. • Customer-focused and client-centric mindset. • Strong negotiation and relationship-building abilities. • Strong analytical skills for data-driven decision-making. • Effective project management and time management skills. • Proactive and results oriented. • Adaptability and resilience in a dynamic industry. • Positive attitude and enthusiasm for the justice sector. • Committed to continuous learning and self-improvement. 	<ul style="list-style-type: none"> • Innovative thinking. Solution finder.

Last Reviewed: January 2024