

SPARK INSIDE

Service Delivery Manager

Application Pack 2016

SECTION 1: INFORMATION FOR APPLICANTS

The following is to assist you through the application process as effectively as possible.

1. To apply for the role we require a covering letter that is no longer than one side of A4 and a CV. When writing your covering letter please consider the specific accountabilities of the post (Section 3) and key attributes and experience (Section 4). The relevant transferable skills and experience you outline can be drawn from previous employment, voluntary or leisure activities in which you have been/are involved in.
2. Your CV and covering letter should be returned by email to jobs@sparkinside.org no later than Friday 22nd April 2016. Applications received after the closing date will **not** be considered.
3. Applications will be assessed on a rolling basis and those candidates who best match the criteria will be shortlisted for interview.
4. Shortlisted applicants will be notified by phone by 26th April 2016. Due to our limited resources we are unable to provide feedback on unsuccessful applications.
5. There will be a two-part interview process. Shortlisted applicants will be contacted by phone to arrange interview times. Details of the interview will be confirmed by email.
6. At interview, questions will allow candidates to expand on their CV and covering letter to demonstrate how they meet the requirements of the post. At the end, candidates will have an opportunity to ask questions about the role, and Spark Inside.
7. Shortlisted candidates may be asked to complete a task in advance of the second interview.
8. Once all interviews have taken place, unsuccessful shortlisted applicants will be contacted by email and offered the opportunity to receive feedback.
9. Spark Inside is committed to promoting equal opportunities in employment. Job applicants will receive equal treatment regardless of age, disability, gender, gender reassignment, marital or civil partner status, pregnancy or maternity, race, nationality, ethnic or national origin, religion or belief, sex or sexual orientation. We welcome applications from those who hold a criminal record.

SECTION 2: ABOUT SPARK INSIDE

Spark Inside uses professional life coaching to facilitate a more productive, fulfilling and rehabilitative culture throughout the criminal justice system. Life coaching is individualised and asset-based, empowering clients to think and take action on their own, supporting long-term self-sufficiency.

We do this through our two programmes:

- Hero's Journey Life Coaching programme for young people leaving prison
- The Process coaching workshop for prisoners and Prison Officers

Hero's Journey Life Coaching

The Hero's Journey coaching programme supports young people aged 15-25 in or leaving prison, helping them to create more fulfilling and productive futures while reducing reoffending. Our programme begins in prison with the 3-part Hero's Journey Coaching Workshop, which encourages participants to move from feeling like victims of circumstance, to empowered agents of positive change in their lives, through building resilience and planning for future goals.

After these workshops, clients can sign up to follow-on one-to-one life coaching, which follows their release back in the community. Coaches facilitate to enable clients to identify goals for meaningful education, employment and training opportunities, disengage from crime, pursue health treatment, etc.

Our approach is evidence-based: an independent evaluation showed an 8% reoffending rate, 6 months-post-release; previous research showed a 12.5% reoffending rate after 1 year. We aim to coach 200 young people in prison in 2016/17.

The Process

The Process workshop aims to develop a more rehabilitative prison culture by building stronger relationships and enhancing communication between prisoners, Prison Officers and other prison staff, particularly in violent or tense wings. It uses a strand of systems coaching called Deep democracy to bring up to 60 people in prison together, providing all participants with the ability to voice their perspectives while exploring alternative viewpoints. In doing so, the Process effects change at a systemic level, building empathy and enabling participants to identify and action positive solutions to challenges faced.

SECTION 3: ABOUT THE ROLE

Job Title:	Service Delivery Manager
Report to:	Director of Coaching
Responsible for:	n/a
Salary:	£30,000 - £35,000
Status:	Full time, permanent role
Hours:	35 hours per week plus one unpaid hour for lunch
Location:	This role will be largely based inside London/Kent prisons (e.g., HMPs Wormwood Scrubs, Wandsworth and Pentonville and HMYOIs Feltham and Cookham Wood) with occasional work from our office in Tavistock Square and meetings throughout London and Kent
Working hours:	Flexible either 9am-5pm or 10am-6pm
Annual Leave:	31 days per year (three days are designated for the Christmas period), plus all Bank Holidays.

Culture at Spark Inside

Spark Inside is a values-driven organisation committed to personal development and growth of all staff. Staff members have an annual budget for training in addition to internal team coaching and courses. Previous training has included leadership, communication, and time and stress management. In addition, we have a staff wellness programme that provides access to a life coach, fresh fruit in the office, monthly team socials, an annual retreat and gym membership to staff earning less than £30k per year. In 2017 we will be implementing a staff pension scheme.

Currently a team of 8 talented and dedicated staff, the Service Delivery Manager is a dynamic new role and will join the Programme Team.

Purpose of Role

The Service Delivery Manager has an exciting on-the-ground position and is responsible for managing referrals and clients onto Spark Inside's programmes. S/he will work largely within the prison estate developing relationships within prisons by engaging prison staff and prisoners.

The Service Delivery Manager is suitable for a self-starter who thrives on working in an unstructured environment and has the passion and drive to make things happen in order to achieve results. S/he will be responding to changes within prison regimes working in partnership with prison staff to maximise attendance at Spark Inside workshops. S/he will also be working in partnership with Youth Offending Services, Probation and Community Rehabilitation Centres to deliver work as clients transition 'through-the-gates' when they are released from prison into the community. S/he will be building and maintaining relationships with people at all levels in the prison system including prisoners, prison officers, governors and commissioners and creatively solving problems to ensure the job gets done.

Key Tasks/Responsibilities

Relationship Management

- Acting as the main point of contact for Spark Inside projects within prisons and in the community by maintaining a strong in-prison presence;
- Identifying and building strong and nurturing relationships with key contacts and stakeholders within the criminal justice sector to support the facilitation of Spark Inside's work including: prison staff and prisoners, other agencies within the prison, Community Rehabilitation Centres, National Probation Service, and Youth Offending Teams;
- Developing strong relationships with commissioners, Project Managers and other professionals required to successfully deliver projects;
- Being the eyes and ears of Spark Inside within prison and reporting back to the Programme Team;
- Holding the prison to account for agreements.

Client Engagement and Support

- Engaging and enrolling referred clients onto workshops ensuring number targets are met;
- Being available to all clients and potential clients to discuss Spark Inside's programme and provide literature;
- Providing structure to clients ensuring they are aware of times and locations of workshops;
- Following up with clients who don't attend programmes and re-engaging them where possible;
- Ensuring all information obtained is recorded in the database;
- Attending sentence planning and review meetings where possible;
- Engaging and enrolling prisoners, officers and other staff in order to increase attendance at all programmes.

Programme Logistics

- Setting up and implementing the referral process within the prison;
- Liaising with the Prison staff and Office Administrator to arrange workshop and 1:1 coaching session logistics;
- Ensuring Coaches have all relevant delivery materials – posters, Hero's Journey steps and models, evaluation questionnaires, referral slips, etc.;
- Ensuring all prisons are stocked with marketing materials which are prominently displayed;
- Facilitating the process of gaining permissions to take pictures and film at workshops.

Reporting

- Reporting back to the Spark Inside Programme Team on all activity in a clear, concise and easy-to-understand way;
- Writing monthly reports updating funders and commissioners of project statuses;
- Attending Spark Inside's weekly team meetings;
- Attending meetings with funders and commissioners where appropriate.

Other

- Reporting to the Director of Coaching, CEO and Board of Trustees' Programme Committee on programme engagement status;
- Sharing learnings on engagement with the team and Coaches;
- Attending team socials;
- Taking on other activities as required by the Director of Coaching.

SECTION 4: PERSON SPECIFICATION

The right person will share a passion for our cause, and a commitment to high standards of delivery. S/he will be determined, resilient and persistent with a strong track record in engaging people. S/he will have a can-do attitude, great persuasion skills, tenacity and optimism with the ability to think on their feet to solve problems. S/he will enjoy working in a chaotic environment, won't take "no" for an answer and will make things happen.

Essential

- Passion for Spark Inside's vision and deep understanding of the social factors leading to incarceration and youth unemployment;
- A proven track record in increasing engagement;
- Ability to communicate verbally and in the written word;
- At least two years' experience managing projects;
- Outstanding people skills and the ability to relate to people from a variety of backgrounds and perspectives;
- Self-motivated, internally driven with the ability to quickly establish strong relationships;
- Ability to work with tact and patience in a difficult working environment;
- Experience of handling confidential issues discretely;
- A commitment to adhere to Spark Inside's values;
- Adhere to all Spark Inside's policies including safeguarding, equal opportunities, health and safety and code of conduct;
- Ability to keep calm under pressure when working in difficult environments;
- Willing to work flexibly, including variable hours (evenings and weekends may be required), and to develop the role to best meet the needs of a growing organisation.

Desirable:

- Experience working within the prison system;
- Understanding of coaching techniques;
- Extensive knowledge of issues facing young people in prison;
- Previous new business sales experience in a fast-paced, dynamic environment and/or youth work.