

# Unlocked

# INFORMATION PACK

**Regional Manager (Midlands)**  
**October 2021**

## REGIONAL MANAGER (MIDLANDS)

Reports to	Head of Region (North & Midlands)
Manages	Mentoring Prison Officers
Location	Ability to regularly travel to prisons across the West Midlands. Regional office: Birmingham with some home working
Salary	37,000-40,000
Contact type	One year fixed-term contract (potential to extend) Would welcome secondments
Hours	Full-time
Start date	Dec 21/Jan 22
Closing date for applications	Mon 15 <sup>th</sup> November at 9am

## ABOUT UNLOCKED

Thank you for your interest in Unlocked Graduates, and the role of Regional Manager (Midlands).

Unlocked Graduates exists to break cycles of reoffending, with particular focus on breaking the link between disadvantage and reoffending. Currently prison is not a place which successfully does this: the average prisoner has 16 previous convictions and 48 percent of prisoners reoffend within a year of release. This is the problem which Unlocked Graduates exists to fix.

Prison officers are the agent of change for many prisoners. Of all the staff in prisons, they spend the most time with prisoners, they set the prevailing culture in prison, and we know that the most effective prison officers have a hugely positive impact on prisoners. Unlocked Graduates develops outstanding individuals to lead rehabilitation, and in doing so raises the status of the prison officer and makes the frontline of prisons a place where cycles of reoffending can be broken. We have successfully recruited, trained and placed five cohorts of over 500 extremely high potential graduates into prisons across the country. We are listed in the Times Top 100 Graduate programmes and feedback on our participants has been extremely positive: they are doing a great job.

Over the next few years, we are planning further expansion. We want to do more work in the prisons we are in, and work with more prisoners in more prisons.

We need to be exceptionally high performing because the work we do is both extremely challenging and massively urgent. We aspire to have deep impact on the landings of individual prisons, but also breadth of impact through the whole sector, and society at large.

If this sounds like a challenge you are keen to meet, then please do apply.

## THE ROLE

The Regional Manager supports the Head of Region and Programme Director to set the culture, ambition and quality of the programme in their region. As such, the Regional Manager is a critical bridge between the central head office team and the regional team. For this, communication, teamwork and feedback skills are essential.

They will line manage Mentoring Prison Officers (MPOs), supporting their development so that they can effectively support the participants on the wings. This will include delivering training on coaching, mentoring and adult facilitation.

They will take responsibility for the performance of the participants in prisons across their region and develop staff and systems as appropriate to maximise participants' impact on prisoners and the prison system.

They will manage relationships with key stakeholders in prisons - ensuring the smooth running of the programme across the region - escalating to the Head of Region as needed.

It is imperative that the Regional Manager shares the passion, drive and work ethic to make Unlocked's vision a reality. Enthusiasm and empowering others will be critical. This centres around staff of prisons in the local area, both before and during placement and also includes local organisation and individuals. Gaining the support of local stakeholders is key for the programme's success.

Like all our contract roles, this is a great opportunity to get a taste of Unlocked and we are very supportive of applicants seeking a sabbatical to experience a different organisation.

## KEY ACCOUNTABILITIES

- Line manage, train and develop a group of Mentoring Prison Officers (MPOs)
- Build and maintain positive and purposeful relationships with middle and senior leaders at prisons in the region, building their understanding and support for the Unlocked Graduates scheme
- Maintain oversight over the participants' progress and performance, ensuring that participants are well supported and that their well-being and retention is good.
- Oversee the logistics and planning of regional training for participants, including coaching meetings, training sessions and lecture days
- Promote high expectations and a culture of leadership among participants in the region, maintaining a clear picture of participants' progress and impact over time, implementing effective actions plans, and communicating this clearly within your region and to the central Unlocked Graduates team
- Continue our meaningful partnerships with local organisations (corporate and third sector) that can support the programme

# PERSON SPECIFICATION

## Mission alignment

- Care intensely about what Unlocked is trying to achieve
- Be excited to relentlessly maximise our impact, making difficult decisions where necessary and taking the right decision above what is popular
- Embody an organisation-wide culture of using data to improve insights and performance.

## Knowledge & experience

- Experience of line management and, in particular, managing performance
- Experience of mentoring and/or coaching
- Understanding of effective teaching and learning, especially facilitation of adult learners
- Able to interpret performance reports, using the data to drive effective decision making
- Understanding of public sector graduate leadership development schemes (desirable)
- Knowledge of, or interest in, the prison service and the prison officer role (desirable).

## Characteristics and skills

- Efficient, organised and hard-working
- Passionate about reducing reoffending and positive about the capacity for change
- Able to inspire others and work alongside a diverse group of people
- Takes responsibility for team performance and constantly seeks improvement
- Excellent written and verbal communication skills
- Good at building relationships, gaining support, and holding stakeholders to account
- Able to have difficult conversations, give feedback and find solutions.
- Ability to build highly motivated teams that deliver excellently
- Right to work in the UK.

## Other requirements

- Right to work in the UK
- Able to travel regularly to visit prisons in your region, across the West Midlands
- Able to travel to Birmingham offices once a week and London offices once a month
- Able to attend Summer Institute in Leeds during July and August

## DIVERSITY AND INCLUSION

The communities that we exist to serve are diverse, and to thrive in our work towards our mission, we must be too. We believe that diversity simply makes for a stronger team. We therefore aim to create a workplace that is welcoming for all, inclusive of ethnicity, disability, age, religious belief, marital status, pregnancy, sexuality or gender.

Currently our senior team is too homogenous, particularly when it comes to ethnicity. We are therefore actively seeking applicants from Black, Asian and ethnic minority backgrounds for this role.

We are also keen to see more applications from people who have been in prison.

To remove bias where possible, we blind assess candidates for interview based on their relevant skills, qualifications, or experience.

## WHY WORK FOR UNLOCKED?

First and foremost, Unlocked offers the satisfaction of working for a high performing and exciting organisation which is actively making an impact on one of the most challenging social justice issues which exists in our society today.

We want Unlocked to be a great place to work. What we are doing is difficult. We have high levels of challenge, and to make sure we achieve what we need to, we need excellent people who will welcome the opportunity to become brilliant at what they can offer the organisation as well as come up with great ideas to make us better. Because our organisation is small, the scope of work is comparatively large compared to most similar organisations. This means you will have more opportunities and get more senior experience than in a bigger organisation.

These demands also mean we want to offer higher levels of support. With that in mind, all employees at Unlocked are offered the following core package of benefits.

Holiday	<b>27 days annual leave</b> plus (by CEO discretion) office typically closes from 25 December to 1 January
Pension	We offer <b>10 percent employer contribution</b> even if you make no employee contribution. You can also opt to pay more by salary sacrifice if you wish.
Flexibility	Fully <b>agile working</b> policy – our team can work when and where works best to deliver the requirements of their role.
Wellbeing	<b>Employee Assistance Programme:</b> monthly employee coaching from Sanctus, and a team of Mental Health First Aiders on our staff.
Health	<b>Gym membership:</b> discounted gym and fitness membership through Gympass. You can also opt to reduce the employer pension contributions to nine percent in exchange for a £30 a month gym membership subsidy. Cycle to work scheme
Development	We want all of our team to understand our mission and the challenges facing prison officers. You will have opportunities to <b>attend study days</b> with our participants and <b>visit prisons</b> to really understand our work.  We believe in <b>supporting people to develop the skills they need to be excellent</b> – whether this means funding external training, finding a mentor to support them or giving them the time to learn from others in the organisations through our regular CPD sessions.
Volunteering	<b>Want to volunteer</b> as a trustee or in some other capacity for a mission-aligned organisation? We support our team to take on these commitments without taking annual leave.
Our staff also tell us they like	Modern and professional <b>centrally located offices</b> in London, Manchester and Birmingham including perks like free coffee and fruit deliveries.  For staff <b>working at home</b> we support them to create a workspace and provide technology that enable them to work effectively.  Regular opportunities to <b>get together as a whole staff</b> and in your team, including away days, social events and other <b>development events</b> .

## HOW TO APPLY

To apply [please submit an application here:](#)

The deadline for applications for this role is Monday 15<sup>th</sup> November at 9am.

First round interviews will be held in Birmingham on Thursday 18<sup>th</sup> November.

Second round interviews will be held in Birmingham on Thursday 25<sup>th</sup> November.

For more information about the role, please email [bella.atkinson@unlockedgrads.org.uk](mailto:bella.atkinson@unlockedgrads.org.uk).