

Job information pack

Head of Delivery

Monday, 07 October 2019



Head of Delivery

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| Report to | Programme Director |
| Closing date | 28th October 2019 |
| Salary | £45,000 – £50,000 dependent on experience |
| Hours | Full time |
| Location | London, EC4 with some national travel and 6-8 week residential training in July and August |
| Contract | Permanent |

The organisation

Unlocked Graduates is an award-winning organisation that aims to change the way we develop society's future leaders, as well as how we think about prisons and prisoners by focusing on rehabilitation, and addressing the damage and cost of reoffending.

At the core of Unlocked Graduates is a new leadership programme that will get top graduates into prisons working as frontline prison officers for two years. The project grew out of a recommendation in the Coates' Review of prison education.

Our participants are asked to focus on rehabilitation and breaking cycles of re-offending to give second chances to those who lacked opportunities earlier in life. This work will form part of their studies for a master's degree which they will complete while taking on the full duties of a frontline prison officer. At the end of the programme they will be asked to develop policy ideas that they think have the potential to influence systemic change.

We want the programme to raise the status of a currently invisible and undervalued public service by attracting a different kind of leader to work in prisons and help identify ways to reform the prison system, reduce re-offending and improve rehabilitation. We also want our participants to consider entering other professions and sectors at the end of the two years and are building corporate relationships to offer such opportunities.

The role

Are you an ambitious leader, who wants to have a transformative impact on Project and Programme Delivery? If you want to be a key leader in an energetic, inspiring team, and equip our trainers, staff and participants in making a real impact on the frontline we want to hear from you.

We are looking for a self-starter with a collaborative, entrepreneurial approach. You will have experience of managing projects and programmes to achieve ambitious targets. You will have strong leadership potential: combining exceptional interpersonal skills with an ability to oversee continual improvements of process, logistics and content.

This role is a high-impact position within the organisation, reporting to the Programme Director.

Key Responsibilities

(1) Managing the project delivery team

- Providing leadership for the project delivery team (two full time staff plus interns)
- Maximising the impact of our work on participants' skill development.
- Ensuring that the delivery of our programmes is to the highest possible standards, and gathering the data and insights to drive improvement.
- Using project management tools to manage activities, residential training, curriculum delivery and team workload.

(2) Summer Institute leadership

- Being a visible leader, empowering and inspiring staff and participants at our residential training to work towards our mission.
- Setting the tone and pace of the training, including running briefings and co-ordinating staff.
- Supervising the performance of a team of trainers, gaining their buy-in to Unlocked, improving their performance and dealing quickly and robustly with any misconduct or underperformance.
- Working with the project delivery team to take responsibility for the smooth running of the residential, rapidly adapting to emerging challenges and anticipating problems.

(3) Leading university engagement and relationships

- Driving the growth of university partnerships.
- Working alongside Heads of Regions and Head of Curriculum to support and deliver a high quality experience for prison officer training and completion of Master's degrees for participants.
- Supporting and holding the university to account in providing an excellent Master's degree which is fully integrated into the Unlocked programme.

(4) Developing the programme

- Managing the over-arching structure of the programme by integrating training, leadership development and additional opportunities into a rounded offer that maximises participants' impact.
- Supporting the Head of Curriculum in achieving their vision for the curriculum by creating a coherent and cohesive training schedule for Unlocked participants.
- Building the schedule and timetable for residential training and in-year development, taking account of resourcing requirements and HMPPS constraints.
- Co-ordinating the quality assurance process to ensure training is the highest quality.

(5) Maximising impact and scaling effectively

- Working with colleagues in research and impact to continually improve the quality of the programme.

- Developing and expanding the scope of our training to enable Unlocked Graduates to extend our reach and impact.
- Increasing the efficiency of our delivery by overseeing how delivery is allocated and that any capacity is used effectively.
- Working with the programme director to ensure that we work in a flexible, stream-lined and efficient way when delivering our programmes in all locations, sharing best practice across all regions.

There will also be opportunities to:

- Represent Unlocked Graduates at careers fairs and on campus
- Meet senior representatives in the Ministry of Justice, HMPPS and our corporate partners
- Visit prisons through our prison immersion days and management visits

Person specification

Experience and qualifications

- Line management experience
- Project management or events management expertise
- Experience of timetabling or complex events scheduling, with software of your choice
- Technically proficient with Microsoft Office, particularly Excel
- Experience of working with public sector services or contracts
- Confident public speaker
- Experience of working with universities (desirable)
- Background in education or criminal justice (desirable)
- Postgraduate qualification (desirable)

Characteristics and skills

- **Mission aligned:** You will have a strong belief and enthusiasm for Unlocked Graduates' aims and mission.
- **Leadership:** You will need to rapidly build credibility and influence across the organisation, with your permanent team, and with prison service staff on short-term secondments. You will inspire others to follow your vision and achieve excellence.
- **Outcomes focused:** In order for the organisation to achieve its mission, the Head of Delivery needs to drive the team's progress against strategic goals. You will have a creative approach and self-starting ability to create effective solutions with limited resource.
- **Problem solving:** From operational challenges to tough strategic problems, including complex timetabling and scheduling, a structured analytical approach with a head for data will be essential for making good decisions. You will be methodical, organised and able to work with attention to detail.
- **Excellent organisational skills:** This position requires excellent organisational skills to ensure the effective delivery of all our programmes and manage the prioritisation of different work streams.
- **Self-motivated and resilient:** Responsibility for the day to day quality and effective delivery of all our programmes will inevitably lead to set backs which must be overcome with relentless enthusiasm and composure under pressure. You will have the ability to work on your own initiative and prioritise workload in a busy team environment.
- **Excellent communication:** This role will require excellent communication, cascading key messages to ensure that there is a shared culture and approach.
- **Relationship building:** The post holder should have considerable experience of being able to build and manage relationships, and an aptitude for being able to engage new stakeholders with our programmes as well as retain current partners.
- **Enthusiastic and hands-on:** The post holder will be excited about delivering practically on the ground, be high-energy and willing to get involved in practical tasks.

Other requirements

- Right to work in the UK.
- Willingness to travel within the UK – including occasional overnight stays, evening events and spending Monday to Friday at our summer residential training (6-8 weeks)

To make an application

To apply, please follow [this link](#) where you will need to fill in a short application form and upload a CV.

If you would like to have an informal and confidential discussion about the role or about the process please contact bodil.isaksen@unlockedgrads.org.uk.

Closing date: 28th October 2019 at midday

First round interviews: 5th November 2019

Second round interviews: 8th November 2019

Please let us know if you will have any limits on your availability during this time.

For more information about Unlocked Graduates please visit our [website](#).