

Job Description

Job Title	Operations Manager – Court Services
Grade	12
Reports to	Service Manager – Court Services
Business Unit or Division	Youth Offending Service
Department	Children’s Specialist Services

1. Purpose of the job

- 1.1 To lead a multi-agency team composed of police officers, education and welfare officer(s), youth workers, social workers and support staff in providing services to young people and their families who are involved or at risk of involvement in crime.
- 1.2 To hold responsibility for assessment, case planning, service provision and review, identifying and addressing the needs of individual young people within delegated budgets.
- 1.3 To work with a range of other agencies in planning and implementing preventative interventions for individual/groups of young people at risk of involvement in crime.

2. Principal accountabilities

- 2.1 To be responsible for case management and assessment functions within the inter-agency Youth Offending Team, that may include the provision of intervention programmes in relation to reports to the Court, Court-ordered interventions, bail assessment and support, and services to young people remanded into custody or local authority accommodation.
- 2.2 To undertake managerial and administrative responsibilities as detailed in the attached list of competencies.
- 2.3 To manage a group of staff drawn from a variety of agencies and professional backgrounds. Duties will include formal supervision, workload management, performance appraisal, staff training and development, and the maintenance of professional standards of competence and conduct.
- 2.4 To monitor group performance in accordance with established performance indicators, and to take remedial action where necessary.
- 2.5 To represent the Youth Offending Team in a variety of professional meetings and for a, and to establish operational protocols where appropriate with the partner agencies represented within, or working in

collaboration with the Youth Offending Team.

- 2.6 To participate as appropriate in personnel activities, including recruitment, employee relations, staff training and development.
- 2.7 To undertake lead responsibilities for project development and management as directed by the Youth Offending Services Manager.
- 2.8 To deputise for the Youth Offending Services Manager as required, and undertake any other duties appropriate to the post and grade.

3. Job context

1. Organisation Information

The Youth Offending Team is an inter-agency service formed in partnership between the Local Authority, Metropolitan Police Service, London Probation Area and Area Health Authority, under the provisions of the 1998 Crime and Disorder Act. The team provides a service for/to young people and their families who are involved or at risk of involvement in crime, with the principal aim of preventing offending.

Services are managed with a commitment to quality assurance.

All duties of the post are implemented in accordance with the principles of the Council's policy concerning the Management of Diversity.

2. Internal and External Contacts

Formally reports to the Youth Offending Services Manager.

The post holder holds formal line-management responsibility for three Practice Supervisors, and manages an operational group, providing a range of services, totalling 21 staff from a variety of backgrounds, some of whom are seconded from partner agencies.

Financial responsibilities

The post holder is responsible for managing a cost-centre composed of devolved running costs, and is required to purchase placements for young people remanded into local authority accommodation, and escort services.

Contacts

The post holder will liaise with a range of different professionals both within the YOT and from external agencies in relation to the provision of services.

3. Grade/Conditions of Service

Governed by the National Conditions of Service for local government employees, amended by the Council as appropriate.

This post is exempt from the Rehabilitation of Offenders Act 1974, and candidates are required to disclose any convictions and consent to police checks prior to an offer of appointment being made.

Contractual hours – 36, subject to flexitime arrangements as agreed with management and worked in accordance with the exigencies of the service. Work beyond standard office hours may be required from time to time.

The post holder is required to uphold the Article 12 of the UN Convention on the Rights of the Child which states the right of any child or young person to be consulted in decision making.

Person Specification

		Essential (E) or Desirable (D)
Knowledge, including educational qualifications:		
1	To hold a Social Work qualification recognised by the General Social Care Council (GSCC) and to be registered with the GSCC or a Diploma in Probation Studies.	E/S
2	A thorough working knowledge of the legislation governing the work of the Youth Offending Team, including the Crime and Disorder Act 1998, the Criminal Justice Act 1991, the Children's Act 1989, and the Criminal Justice Act 1998, and the Criminal Justice and Immigration Act 2008.	E/S/I
3	A working knowledge of the National Standards for working with young offenders, and guidance and regulation concerning Final Warnings and Court-ordered interventions, and knowledge and experience of providing a service to the Court.	E/S/I
4	A knowledge of current research concerning the factors which place young people at risk of involvement in crime, and knowledge of Effective Practice methods.	E/S/I
5		
Experience:		
5	The ability to apply the principals underpinning the effective management of change.	E/S/I
6	To have significant experience of working with young offenders and their families in a statutory or voluntary sector setting.	D/S/I
7	Experience of staff supervision, including task allocation, priority setting, performance management and training and development.	E/S/I
8	Experience of establishing effective working relationships in a multi-agency environment.	D/S/I
9	Experience of, and commitment towards the implementation of anti-discriminatory practice in a multi-racial/multi-cultural environment.	E/S/I

Aptitudes, Skills & Competencies:

- Influencing and negotiating E/T
 - Monitoring and enabling E/T
 - Oral communication E/I
 - Written communication E/I
 - Numerical skills E/S/T
 - Problem solving E/S/T
 - Personal organisation E/S/T
 - Change orientation E/T
 - Energy and resilience E/I
 - Self-development E/I
 - Management and supervisory skills E/S
 - Service development skills E/I
- E/I/S
E/I/S

Special Conditions of Recruitment:

KEY: D Desirable I Evaluated at interview
E Essential S Short listing criteria T Subject to test