**Role Profile**

**ROLE TITLE Strategic Partnerships & Engagement Manager**

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| **REPORTS TO: HEAD OF BASS/CAS-2** | **ROLE BAND: 13** |
| **DIRECTORATE: HOUSING** | **NO OF DIRECT REPORTS: UP TO 5** |
| **DBS REQUIRED: Y** | **LEVEL OF DBS: ENHANCED** |
| **DBS UPDATE SERVICE: Y** |  |
| **ADDITIONAL VETTING: Y** | **PRISON CLEARENCE** |
| **QUALICATIONS REQUIRED:** Degree and/or extensive experience working in a management role with a focus on Stakeholder Relationship Management. | |

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| **PRIMARY PURPOSE OF THE ROLE:** |
| * To lead on the development and implementation of a Strategic Relationship Management Plan for CAS-2 to support the partnership working across the contract at all level. * To work with Regional and Hub Managers to support the development and delivery of SMART stakeholder engagement plans and assess effectiveness against Strategic Plan objectives * To lead on the delivery and future developments of the Referral Hub function, providing overall leadership and direction to the Referral Hub Manager and Referral Team. |

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| **KEY RESPONSIBILITES:** |
| * Work with mental health and substance misuse partner organisations to develop SLAs that support the development of service practice and SU case management * Develop and support the implementation of a strategic relationship management plan for multi-level internal and external stakeholders * Work with Regional Managers and Service Leads to support the development and implementation of local stakeholder engagement plans * Be a key leader for Nacro BASS, representing the organisation, building and maintaining strategic relationships with MOJ, HMPPS and other stakeholders. * Oversee the delivery and ongoing development of the CAS-2 referral function which meet the needs of our service users, MoJ and perform against our Business Service Levels. * Ensure effective systems and practices are in place for safeguarding, incident and risk management across services. * Work collaboratively with other key internal partners in Quality, Policy HR, Finance and IT to deliver the best possible service to our users. * Be the senior accountable budget holder for your area, ensure financial targets are met and budget delivery is effectively managed. Ensure financial recovery plans are in place and being kept to where necessary. * Ensure all the services are working within a framework of continuous improvement with a strong focus on quality and service user involvement. * Work with the Head of BASS, Continuous Improvement and Contract Performance colleagues on designing services for growth and development opportunities. * Promote service user involvement in service design and delivery. |
| **PROFESSIONAL & TECHNICAL EXPERTISE** |
| * Highly developed interpersonal, written and verbal communication skills. * Ability to analyse complex data, interpret and present findings to a range of audiences including internal and external stakeholders. * Working knowledge of Criminal Justice and/or Housing Sector. * Ability to seek out and understand views of stakeholders and residents as they relate to the delivery and translate into meaningful objectives for the delivery and continuous improvement of the CAS-2 Contract. |
| **PEOPLE MANAGEMENT** |
| * Lead team by example by upholding Nacro’s values and behaviours and translating those into everyday activity. Be prepared to make difficult decisions and support direct reports to make difficult decisions. * Own and set direction for a team/direct reports to deliver the organisational and local priorities. * Take responsibility for the communication of organisational and local messages through regular and effective team meetings. * Set clear objectives and performance targets for each direct report using the appraisal process and monitor through regular one to ones. * Work collaboratively across Nacro and with external stakeholders ensuring that you and your team provide a good service. * Challenge direct reports to continually consider better ways of delivering outcomes for their service users/learners. * Provide development and support to your direct reports to ensure their effectiveness and wellbeing. * Take responsibility for all aspects of people management including managing the recruitment, attendance, conduct and performance of direct reports using the appropriate policies and procedures. * Recognise and reward positive behaviours and contributions from direct reports consistently and encourage innovation. * Be a visible, accessible and strong leader for your area and within the organisation. Model our values and be a positive role model for your staff, colleagues and partners. * Develop and lead skilled, specialist teams who respond effectively to our service users needs alongside commissioners and business requirements. * Managing diverse and dispersed teams, ensuring there is consistency of practice and performance across the area. * Lead and develop your teams and individuals by ensuring your Managers are carrying out supervisions and appraisals, as well as on-going guidance, support and management. |

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| **ORGANISATIONAL PERFORMANCE AND COMPLIANCE** |
| * Ensure that initial and regular assessments of the potential or actual service user, including any risks, of his/her needs and requirements in respect of the service, to determine eligibility for the service taking necessary action where required are delivered by direct reports. * Ensure that all the required health & safety checks are undertaken in person or by direct reports, taking any necessary remedial action. * Set team performance targets as agreed with your manager and ensure that they are delivered including working within income and budget targets. * Ensure that you and your team maintain up to date records via relevant and appropriate systems within specified timeframes and produce reports as required. * Positively promote and represent Nacro at all times, building strong relationships with colleagues to work as part of an integrated team focused on meeting the needs of services users/learners. * Stand in for the Head of Service as necessary and when appropriate. * Ensure that you undertake any corporate responsibilities as required, including leading investigations and hearings in formal processes across the business. * Adhere to Nacro’s Safeguarding and data policies and procedures at all times and comply with legislation and statutory duties and data controls protocols and ensure that your team understand and deliver their responsibilities * Promote and carry out all responsibilities with full regard to Nacro’s Equality and Diversity Policy and ensure that your team do the same. |

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| **Line Manager/Head of Dept::** | Jolan Gergely |
| **HR Business Partner:** | Deborah Catty |
| **Date:** | 22/06/2022 |