

# Service Delivery Manager

**DATE:**

November 2021



# About

Spark Inside is an award-winning charity that has transformed the lives of over 1,000 people living and working in our prisons. We have pioneered coaching in prisons, showing the value of coaching to change lives and systems. In the next decade, we set out to make coaching available to anyone who wants it in the justice system and aim to reach 10,000 young people with our coaching programmes.

## OUR VISION

The futures of people affected by the criminal justice system are determined by their potential, not their past.

## OUR MISSION

We use coaching to unlock the potential of individuals and drive culture change in the criminal justice system so that rehabilitation is possible.

We are one of the first organisations to take life coaching to people living and working in prison and to use systems coaching to bring together staff and prisoners in UK prisons. Our expert coaches are qualified and trained professionals. In addition to developing and delivering innovative coaching programmes, we are also committed to working with parliamentarians and government officials to influence criminal justice policy, and shift the perception of people in prison, platforming their voices and highlighting their unlocked potential.

In addition to our coaching programmes for people in prison, we have also begun coaching prison staff and young people in the community.

You can find out more about what we offer, and the impact of our coaching programmes at [www.sparkinside.org](http://www.sparkinside.org) and on [Twitter](https://twitter.com/sparkinside).

**SPARK**  
**INSIDE**  
COACHING IN PRISONS®

*"I see a different approach in how they dealing with day-to-day issues. When you hear the officers' sides and see what they're going through, it's a struggle, and you begin to think 'you know what? It's not their fault.'"*

*Ollie, 24\*, The Conversation participant*



*"The life coaches saw the spark in me that I hadn't seen in myself for a long time, and it gave me hope that it wasn't too late to change. Now I've left prison for the last time and I'm not going back. I know I can make it."*

*Michael, 20\*, Hero's Journey™ participant*

# About the position

**Thank you for your interest in the role of Service Delivery Manager at Spark Inside**

**Responsible to:** Head of Service Delivery

**Contract:** Permanent

**Hours:** Full time - 35 hours per week

**Salary:** £35,000

**Location:** Blend of office-based work and regular travel to prisons and community sites in London and the South East, with some opportunity for home-working

**Annual leave:** 28 days per year, with an additional 3 days between Christmas and New Year when the office is closed

# The role

The Service Delivery Manager role is ideal for someone who thrives when building relationships with young people, is highly organised, and has the passion and drive to achieve outcomes in challenging environments. This is an exciting on-the-ground position, working mainly within prisons in Greater London and Kent, as well as in the community in partnership with other organisations. You will be responsible for engaging young people in prison and in the community to participate in Spark Inside's life coaching workshops and one-to-one coaching. You will also manage our team of freelance coaches and play a key role in project management and smooth running of our coaching programmes.

To succeed in the role, you will need to build and maintain relationships with people at all levels in the criminal justice system including prisoners, prison staff of various levels and commissioners. You will also work in partnership with Youth Offending Services, the National Probation Service in the community, and other organisations as Spark Inside's partnership work evolves.

You will enjoy working in challenging and changeable environments.

# Main responsibilities

## PARTICIPATION ENGAGEMENT AND SUPPORT

- Build relationships with young people in prison and engage them in our coaching programmes.
- Maintain these relationships before, during and after our programmes to support retention and ongoing impact.
- Build relationships with professionals in prison and in the community (e.g. prison officers, YOS caseworkers, charity partners) to increase meaningful referrals to our programmes.
- Respond to referrals from our community partners and engage young people in one-to-one coaching or community coaching programmes and match them with coaches.
- Identify eligible participants to engage in our in-prison advisory boards and Champions projects and liaise with our Participation and Engagement Manager to facilitate initial engagement.

## MANAGING COACHES

- Manage and maintain regular contact with Spark Inside team of Life Coaches.
- Act as the first point of contact for delivery enquires from the coaching team.
- Oversee the calendar of coaches' availability to deliver coaching programmes; and oversee the central record of scheduled workshops and one-to-one coaching sessions.
- Ensure coaches complete regular and timely progress reports on Spark Inside IT systems.
- Coordinate and manage prison vetting, Counter Terrorism Clearance and Key/safety training for all coaches working in prisons.

## PROGRAMME LOGISTICS

- Ensure all referral forms are accurately completed for all potential participants prior to engagement in the programmes.
- Maintain records of all participants referred to and engaged in our programmes.
- Have regular meetings with the main contact person within each prison to identify and action any concerns impacting on the delivery of Spark Inside's services.
- Support the Programmes Team to develop a timetable for the delivery of The Conversation and Hero's Journey workshops and one-to-one coaching for each quarter over a twelve-month period.

## REPORTING AND MONITORING

- With the Head of Service Delivery or Senior Service Delivery Manager, participate in performance review meetings with Prison/ YOI Heads of Service and/or other relevant prison staff as needed.
- Enter participant data into Salesforce and ensure programme activity is up-to-date in order to generate monthly and quarterly reports.
- Retain a copy of the Coaches' diary bookings with programme participants to ensure a central record of workshops and one-to-one coaching sessions is held.

## Skills and qualities

The right person will share a passion for our cause, and a commitment to high standards of delivery. You will be determined, resilient and persistent with a strong track record in engaging people. You will have a can-do attitude, great persuasion skills, tenacity and optimism with the ability to think on their feet to solve problems. You will enjoy working in a chaotic and changing environment, keep calm under pressure and will make things happen.

### SKILLS AND KNOWLEDGE:

- Outstanding people skills and the ability to engage with people from a variety of backgrounds and perspectives.
- Detail orientated, with the ability to manage a range of tasks and ensure all deadlines are met.
- Ability to keep calm under pressure, with tact and patience, when working in difficult environments.
- Understanding of issues facing young people in prison and in the community.
- Understanding of challenges facing staff who work in the criminal justice system.



### EXPERIENCE

- Experience of youth work, youth engagement and/or working with people who face disadvantage or challenges.
- Experience of project delivery and management.
- Experience working within the prison system (Desirable)
- Qualification in Youth Work/Community Work (Desirable)



# How to apply

To apply for the role, we require a CV that demonstrates your relevant knowledge, skills and experience (max two pages).

Your CV tells us about your experience. We also want to know about you and the qualities you bring to the role. Please take each of the three values below and tell us in no more than 300 words for each, what they mean to you and how you embody them.

1. **LEARNING** – We are humble, curious, and constantly developing. We apply and share our learning to amplify our impact.
2. **STICKABILITY** – When the going gets tough, we stick with our participants, our projects, and our commitments. We channel our grit and resilience to make it through challenges and we don't give up easily.
3. **SPARK** – We want to feel a strong sense of passion and 'spark' for everything we do. We commit to people, projects and partnerships that align with our values.

Your application should be returned by email to Vicki Cardwell at [officeadmin@sparkinside.org](mailto:officeadmin@sparkinside.org), no later than **5pm on Monday 6 December**.

When applying, please also complete our optional Equal Opportunities Monitoring form [here](#).

Applications received after the closing date will not be considered. Shortlisted applicants will be notified by email by Friday 10 December.

Due to our limited resources, we are unable to provide feedback on unsuccessful applications. Interviews will be held **w/c 13 December**. Shortlisted applicants will be contacted by email to arrange interview times and confirm details.

We recognise our responsibility to safeguard the welfare of all children and young people, and commit to recruitment practices which protects them. This role is subject to an enhanced DBS disclosure.



# Our values

## SPARK

We want to feel a strong sense of passion and 'spark' for everything we do. We commit to people, projects and partnerships that align with our values.

## HEART

We maintain an open mind and an open heart, and we always act with kindness and consideration.

## STICKABILITY

When the going gets tough, we stick with our participants, our projects and our commitments. We channel our grit and resilience to make it through challenges and we don't give up easily.

## IMPACT

Our impact on our participants is at the heart of every decision we make and it is how we judge our success, so we take evaluation seriously.

## LEARNING

We are humble, curious and constantly developing. We apply and share our learning to amplify our impact.

## INNOVATION

We celebrate creativity and design new ways of doing things, based on evaluation data and stakeholder feedback. We innovate to remain relevant to our participants' needs.

## EQUAL OPPORTUNITIES

*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 strongly encourage applications from people with lived experience and especially welcome applications from people from Black and minoritised communities.**



Who am I...

Funny  
Looks neat  
Fresh trainers  
A good man  
Loyal  
Smart  
Good example

Future  
Family man  
Kids  
Mentoring  
Businesses

# Thank you

**THANK YOU FOR YOUR INTEREST IN WORKING WITH US**

To find out more about Spark Inside and the work we do, please visit our website or contact us below.

[www.sparkinside.org](http://www.sparkinside.org) | [team@sparkinside.org](mailto:team@sparkinside.org) | 020 3468 0706 | [@spark\\_inside](https://twitter.com/spark_inside)  
63 St Mary Axe, London, EC3A 8AA | Registered charity no. 1148420