

Deputy Head of Service Delivery

DATE:
May 2025



About

Spark Inside runs coaching programmes in prisons across London and the South East, to encourage rehabilitation and reduce reoffending. Reducing reoffending benefits all of us. It means there is less crime, fewer victims, safer communities.

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.

The Conversation is our award-winning systems coaching programme that brings together large groups of prison staff and prisoners in a facilitated group coaching process to enhance their relationships, improve empathy, and support sustained, positive cultural change on prison wings.

Hero's Journey™ is our award-winning structured life coaching programme for young men in prison and 'through-the-gates' into the community, that encourages them to change their lives and create a crime-free future.

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

"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 Deputy Head of Service Delivery at Spark Inside

Report to: Head of Service Delivery

Status: Full time, permanent role

Hours: 35 hours per week

Location: Primarily working in our London office with regular work in prisons in London and the South East, and some home-working.

Salary: £43,500

Holiday entitlement: 28 days plus Bank Holidays

The role

The Deputy Head of Service Delivery is a unique role, that will combine leading a team of Service Delivery Managers and other management tasks, with flexible high quality delivery of frontline services for young people in prison. Other management tasks could include; contract oversight, coordinating coach support & supervision, responsibility for data management & quality assurance, and new project mobilisation.

The Deputy Head of Service Delivery will manage a team of Service Delivery Managers, playing a key role in developing our staff team. As well as having excellent people management skills, they will have the capacity to oversee day to day programme delivery tasks, having a good understanding of data, processes and systems, ensuring we maintain and improve our quality as we grow.

We are currently recruiting for one Deputy Head of Service Delivery, although this could expand to be more than one role as the number of Service Delivery Managers in the Programmes Team grows.

Main responsibilities

MANAGING SERVICE DELIVERY MANAGERS

- Line management responsibilities for a team of Service Delivery Managers (SDMs), including having responsibility for SDM performance, and for overall delivery quality of those services, and oversight of commissioner, funder and contract requirements.
- SDM management includes responsibility for performance and ensuring delivery of their targets and continued development, as well as 1:1 supervision, appraisals etc.
- Support recruitment of new SDMs and oversee their induction.
- Lead on supporting of Service Delivery Managers and coaches with our internal data recording and monitoring systems, including induction of new staff and coaches.

PROJECT DELIVERY

- Direct delivery of Spark Inside's programmes in prisons as required, either as service delivery lead, or as temporary cover for Service Delivery Manager.
- Lead on other projects as agreed with Head of Service delivery, which could include mobilising of new projects or ad hoc/pilot projects.

COACH SUPPORT AND SUPERVISION:

- Act as the first point of contact for enquiries from the coaching and supervision teams.
- Support with coach recruitment, and oversee coach induction and ongoing support. Help facilitate the high quality support, engagement and training of coaches.
- Organise twice yearly events for programme coaches.
- Work with the Coach Supervisors to ensure all coaches are adequately supported and identify any training/support needs.

MANAGING FUNDER RESPONSIBILITIES

- Ensure SDMs are aware of, and working towards, all agreed funder requirements, including KPIs around delivery and reporting.
- Oversee delivery and compliance with contracts in their services, including leading on contract reviews.
- Support with gathering and presenting reporting information for funders and commissioners as required

DATA MANAGEMENT AND QUALITY ASSURANCE

- Ensure high quality project data is maintained, so that we are consistently gathering the data we require for reporting and evaluations.
- Ensure SDMs are consistently recording data in a timely and high quality manner, and address any inconsistencies identified in data collection and monitoring.
- Lead on delivery reporting as required.
- Support with processing and quality assuring coach delivery data and invoicing.

MARKETING/ PROMOTION AND PUBLICITY MATERIALS:

- Ensure all promotional and delivery materials are kept up-to-date and continuously available to coaches and SDMs.
- With the support of the Comms and Operations team, ensure new promotional and delivery materials are created and distributed as required.

FINANCE

- Oversee processes and approvals for delivery expenses, including approving SDM expenses
- Oversee day to day programme delivery running costs
- Support Head of Service Delivery and Operations team with processing coach invoices

OTHER

- Alongside the Head of Service Delivery be a designated Safeguarding contact.



Skills and qualities

Knowledge

- Commitment to the vision and work of Spark Inside
- Knowledge of prison environments gained through direct delivery or oversight of prisons work
- Understanding of issues facing young people in prison
- Understanding of safeguarding processes
- Understanding of Coaching (desirable)

Skills

- Excellent interpersonal skills and ability to build delivery partnerships
- Excellent people management skills
- Project management skills
- Excellent computer skills
- Salesforce or another CRM system (desirable)
- Coaching skills (desirable)

Experience

- Implementing and/or directing prison-based programmes
- Management experience including management of teams (desirable)
- Working with vulnerable young people and/or adults

Approach

- Highly organised, solution-focused and self-motivated
- Comfortable working to targets and deadlines
- Comfortable in a small team environment
- Collaborative management style
- Ability to challenge and debate issues of importance to the organisation
- Ability to keep calm under pressure when working in difficult environments;
- High comfort level working in a diverse environment
- Willing to work flexibly and develop the role to best meet the needs of a growing organisation

How to apply

To apply for the role, we require a CV that demonstrates your relevant knowledge, skills and experience (max two pages), along with a short covering letter (max one page) outlining how you meet the criteria for the role.

Your application should be returned by email to **officeadmin@sparkinside.org**, no later than **9am on Monday 23rd June**. When applying, we would appreciate if you could also complete our optional [Equal Opportunities Monitoring form](#). Applications received after the closing date will not be considered.

Due to our limited resources, we are unable to provide feedback on unsuccessful applications at this initial stage.

Interviews will be held **online on 2nd July**. Shortlisted applicants will be contacted by email to arrange interview times and confirm details. There will be a final stage interview **in person on 14th July**.

If you would like to discuss the role before applying, please contact Luke Carey at luke@sparkinside.org.

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 and to prison vetting.



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

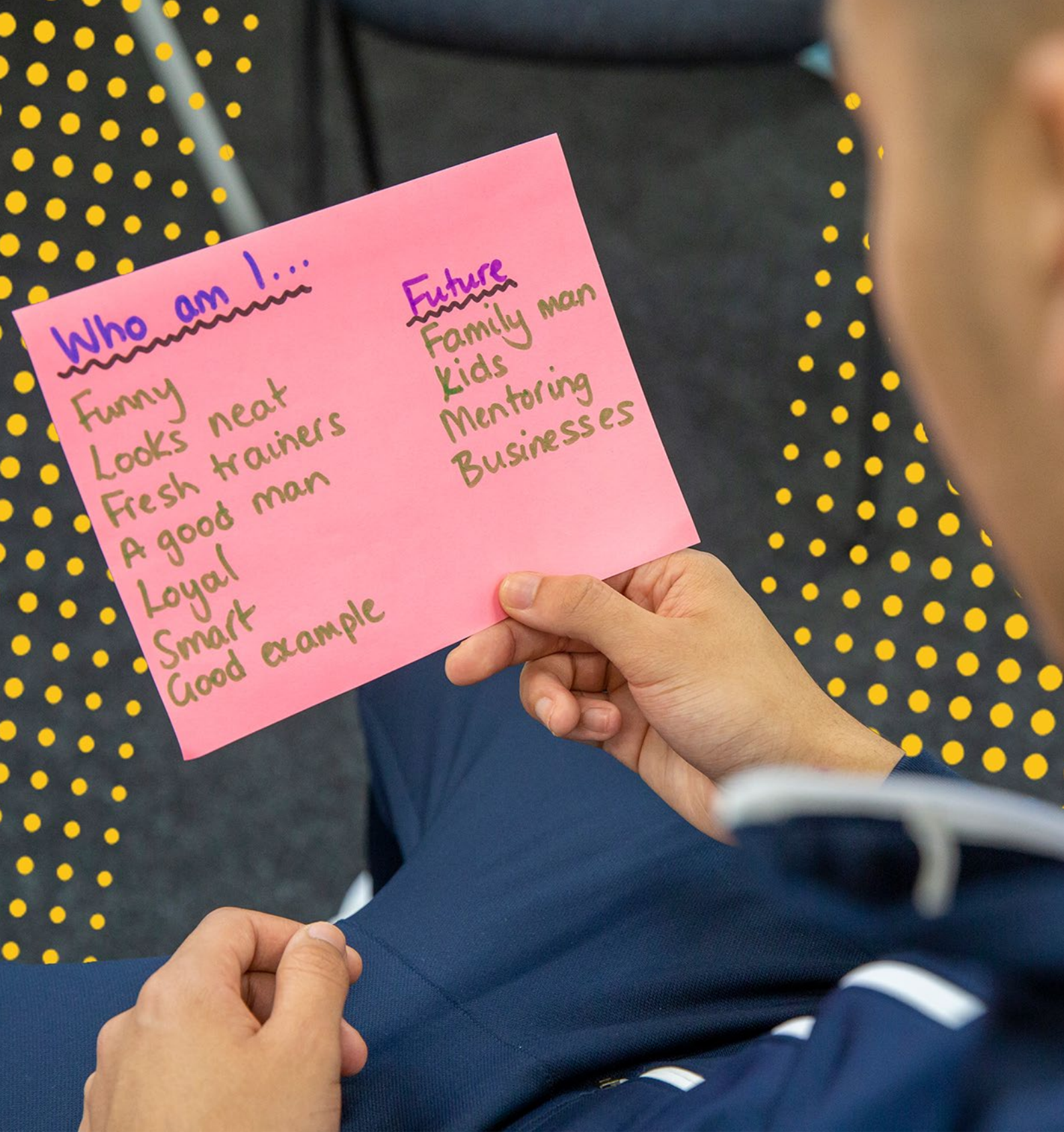
We celebrate creativity and design new ways of doing things, based on evaluation data and stakeholder feedback. We innovate to remain relevant to our participants' needs.

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.





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 | team@sparkinside.org | 020 3468 0706 | [linkedin.com/company/spark-inside](https://www.linkedin.com/company/spark-inside)
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