

THE BIG LiFE GROUP



3Ps Team Leader

This job changes lives



About The Big Life Group

The Big Life Group's mission is to fight for equity, in health, in wealth and in life. We are a social business delivering a range of services across the North of England, covering everything from mental and physical health, addiction and criminal justice, to housing, education, family support and much more. What links them together is the way we work – The Big Life Way.

We always stand shoulder-to-shoulder with people, working with them on the things that matter most to them. Everything we do is designed and informed by the needs, priorities and strengths of people and communities.

Our values

- **Courage:** We stand up for ourselves, and the people and communities we work alongside, even when that makes us unpopular, or challenges accepted wisdom.
- **Creativity:** We find innovative solutions that work, never accepting the easy option or the status quo.
- **Honesty:** We act with integrity, speaking the truth to ourselves and others.
- **Inspiration:** We are inspired by the people and communities we work with and share what we learn from them to inspire others.
- **Thoughtful:** We act with care and compassion and work to understand people's experiences. We take time to listen, reflect and continually learn.
- **Valuing difference:** We recognise and celebrate the unique qualities, gifts, insights and perspectives that different people offer.

Working at Big Life

At Big Life, work is more than a job – it's about standing shoulder-to-shoulder with people and communities, making a difference every day. We fight for equity in health, in wealth and in life, and that commitment starts with how our staff.

Be yourself

We want you to feel safe, respected and able to bring your whole self to work. Difference is celebrated here, and our staff networks - from menopause to neurodiversity, LGBTQI+ and more - create space to connect and support each other.

Benefits that matter

We offer more than a payslip - you'll find wellbeing support through LifeWorks, Simply Health and mindfulness sessions, 25-30 days' annual leave plus your birthday off, flexible working, and regular learning opportunities. Everyday perks include Blue Light Card discounts, savings schemes, cycle-to-work, free eye tests and more - little extras to make life easier inside and outside of work.

Recognised as outstanding

We're proud to be ranked by Best Companies as one of the UK's outstanding places to work, with a two-star accreditation in 2024.

A culture of trust and flexibility

Our people describe our culture as relaxed and supportive. You'll be trusted to plan your own day, take breaks when you need, and work in a way that fits with your life as well as your role.

If you're looking for more than a job - if you want to be part of a team that's bold, creative and relentlessly committed to equity – then Big Life could be the place for you.



Job Description: 3Ps Team Leader

The basics

Salary

NJC point 25 (£36,363)

Hours

35 hours per week, fixed term until 30 September 2027

Annual leave

25 days, increasing to 30 days after five years

Level of DBS check

Enhanced DBS. Security Vetting – Enhanced Level 1 (HMPPS)

Base

Manchester Magistrates Court

Line manager

Head of Operations

Closing date for applications

Monday, 18 May. Interviews will take place on Thursday, 28 May.

What you'll be doing

Working as part of the Wellbeing Service, you will provide operational management and leadership to a team of wellbeing support link workers in Manchester Magistrates court.

This is part of the 3Ps pilot, supporting people to be diverted away from custody, through addressing wider determinants that lead to reoffending.

You will support the development of a Wellbeing Hub that will engage with key stakeholders, such as court staff, police, probation, diversion and liaison teams, using community-led initiatives to identify 'Problematic, Persistent and Prolific' (3P) offenders.

Once identified, the hub will support people to:

- Break the cycle of offending
- Link 3P offenders in with trusted sources of community-based support
- Reduce demand on courts through improved pro-social behaviour
- Support a Diversion Court approach.

You will manage a team of three staff, who will provide support to identified people (you'll also hold a small case load) organising triage to quickly identify and prioritise the most urgent unmet needs, recognising these as drivers of offending that can overlap and prevent reintegration into society. Including housing, finance, benefit and debt, mental health, addiction and employment.

Main duties

- Line manage staff ensuring they are supported and confident in their role
- Recruit, induct and develop staff to develop the business
- Coordinate the work of the team
- Provide case management support and supervision of case workers
- Lead on the development of the wellbeing hub in court
- Work with a staff and wider stakeholder to ensure that the team work well together
- Support the development of standard operating procedures and ensure they are followed
- Manage risk and safeguarding concerns in the team
- Monitor and evaluate the service as necessary, and provide relevant reports, supporting staff understand the KPIs for the service, and help staff achieve them
- Develop innovative ways of working with stakeholders, staff and service users
- Deliver or facilitate training and development opportunities for the team as required
- Ensure required data and information is collected and recorded in the relevant databases
- Provide information for the manager to ensure that the service is compliant with relevant external regulatory requirements
- Gather and analyse information and provide reports for the service manager, including information required for regulatory requirements
- Co-ordinate meetings and events
- Communicate, develop and maintain relationships with external organisations
- Carry a personal caseload where required
- Undertake appropriate administrative duties, including managing cash and raising purchase orders
- Provide information for the manager to ensure that the service is compliant with relevant external regulatory requirements
- Represent the team and organisation at external events

Work-related expectations

- Work within Big Life's mission and values.
- Contribute to Big Life's ongoing development and strategic goals.
- Ensure the safety and wellbeing of service users and staff by adhering to safeguarding, information security, and all Big Life policies.
- Commit to personal development and take part in relevant training and supervision.
- Work in accordance with all relevant legislation and regulatory requirements.
- Maintain a positive, can-do attitude and flexible approach to changing priorities.
- Participate in regular one-to-ones and annual reviews.
- Undertake any other duties as required, appropriate to the post.

Person Specification: 3Ps Link Worker

The successful candidate will be able to demonstrate that they meet the following points, either in their application, at an interview or through taking part in a test.

Experience

- Experience of managing staff or a project
- Experience of case management
- Experience of working with a range of service providers and stakeholders
- Experience of developing and improving services and projects
- Experience of effectively working under pressure in a dynamic environment

Skills

- Ability to effectively manage staff and teams
- Ability to effectively work with a range of people from different skills and backgrounds, both internally and externally
- Ability to analyse data, write reports and communicate well in English
- Ability to use IT (Word and relevant software including client management systems)

Knowledge

- Knowledge of the barriers that service users face when accessing mainstream services
- Knowledge of the local area your service is based in (community groups and services available as well as local demographics)

Education and training

- Applicants will need to complete an enhanced level 1 security check before any job offer will be confirmed.

Personal

- Positive outlook and a can-do attitude.
- Personal resilience and flexible attitude in the face of challenges.
- Commitment to working within Big Life's mission and values, with a non-judgemental and inclusive approach.
- Commitment to personal development and continuous learning.
- Ability to act with integrity, professionalism, and compassion.



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thebiglifegroup.com