

# revolving doors



## **Involvement Manager**

Recruitment pack



# About us

We stand up for people caught in the **revolving door** of crisis and crime:



Recent, repeat contact with the criminal justice system, from police to courts, prison or probation



Characterised by low-level crime such as petty theft and minor drug offences



Driven by multiple, unmet health and social needs such as mental ill health, poverty, problems with drugs and/or alcohol, domestic abuse or homelessness

We work to create a smarter criminal justice system that makes the revolving door avoidable and escapable. We do this by working alongside national and local decision-makers. We combine lived experience insight, robust research and system knowledge to drive effective policy solutions.

Building on our impact track record and new 2022-2024 strategy, we aim to make a difference in five key areas:

- Diversion and prevention
- Sentencing and probation
- Resettling the system
- Procedural Justice
- Organisational resilience

**The revolving door is not inevitable. Our goal is to stop it.**

# What our members say

We support people with lived experience of the criminal justice system to become change-makers. Here are some testimonies from our members:



**I was in and out of prison and the criminal justice system for 20+ years but then I found Revolving Doors and it changed my life. I have taken part in loads of activities, from giving evidence to Parliament on probation reform to co-chairing a major conference and running focus groups. If I wasn't doing these things, I would be on the path to another prison sentence.**

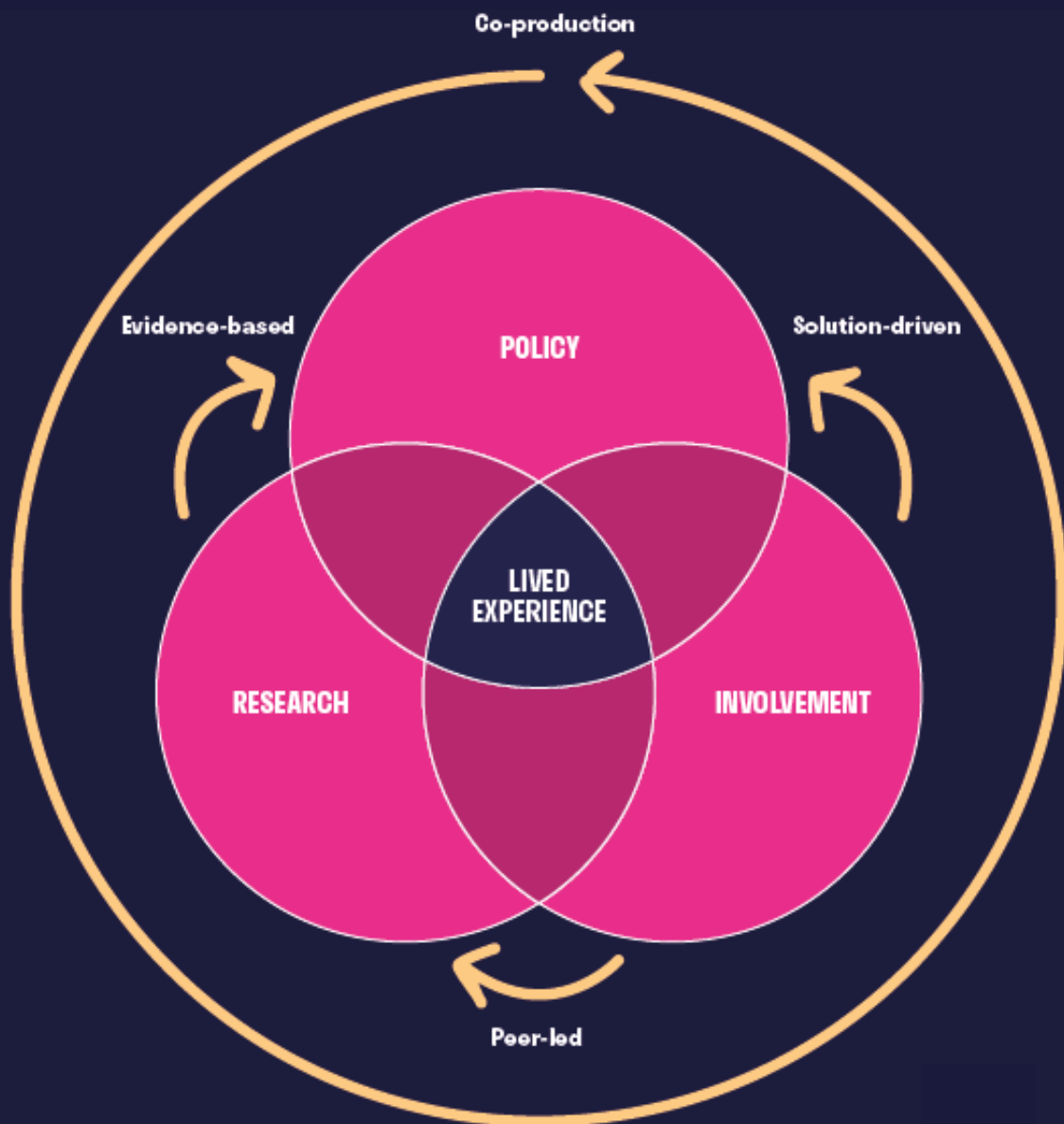
**I just love the support, the understanding, the empathy, the care, the thoughtfulness, that's one package that comes with being a member of Revolving Doors. It's feeling valued and having my opinion valued. No voice is less important than the other.**



**Through my involvement, Revolving Doors elevates my voice and puts me in a position with government bodies, the Ministry of Justice, the NHS, MPs or HMPPS where I can use my lived experience to create and shape better policies and practices. By doing so, others can have a better experience interacting with those services. We really see the impact of what our work has done, I really enjoy it.**

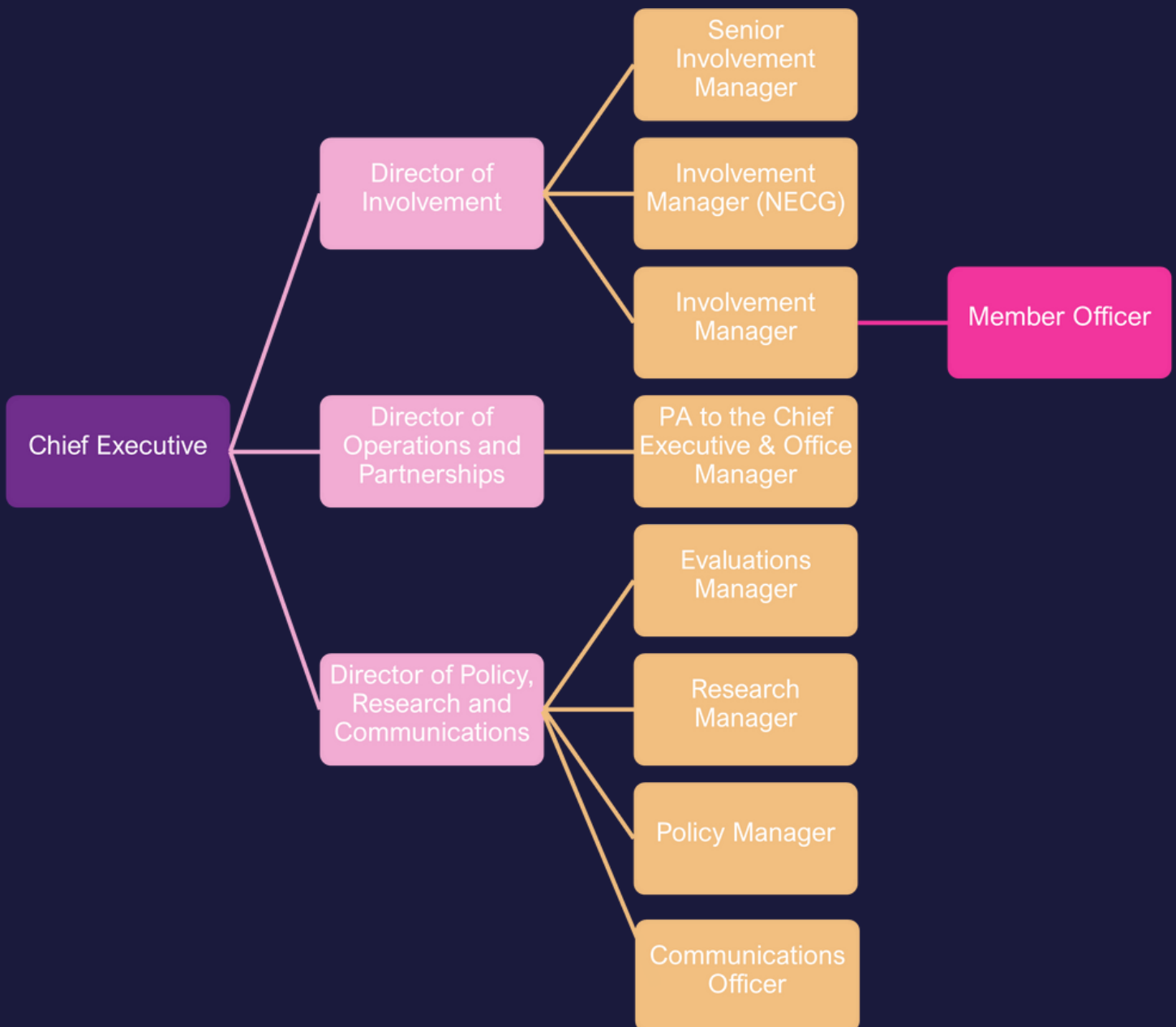
# Our approach

We champion long-term solutions for criminal justice reform, bringing the insights of those with lived experience of the 'revolving door' together with research and policy.



# Our team

We are a small but mighty team, bringing a wealth of expertise, from involvement to partnerships, research, policy or communications.



# The role

**We are nationally recognised and respected for our work in empowering people with lived experience of the criminal justice system and multiple disadvantage to drive systems change. This is a rare opportunity to join our Involvement Team which is at the heart of our organisation, shaping our policy, research and communications functions as well as working directly with national and regional agencies. For someone who lives and breathes our values, who shares our hunger for a better world, and who understands the priceless value of lived experience, it will be the perfect fit.**

We need someone who can support our lived experience members with their well-being, progression and development to generate powerful and original insights. You will also have the ability to develop and maintain relationships with our key partners to ensure lived experience voices make a difference.

Working across a number of projects, organisational skills will be key, but you must also know how to communicate well with stakeholders in a range of organisations including statutory agencies, arms' length public bodies, government departments and frontline support services. You'll be just as at home supporting our members to coproduce the design of a new Women's Residential Centre with the Ministry of Justice as running workshops to train our members as facilitators.

We're looking for candidates with a real ambition to support our members to be the best they can be in order to drive change in the system.

## **To be our ideal candidate, you will:**

- Have a passion, and the skills, for working with people with lived experience and embrace the values of coproduction.
- Demonstrate and enjoy the creativity and enthusiasm that systems change in the criminal justice system requires.
- Be someone who takes personal accountability but who is a great team player. A skilled empathetic manager and colleague, you will genuinely appreciate a team and membership made up of diverse personalities, experiences and backgrounds.

## **Responsibilities include:**

- Supporting the recruitment and induction of our members and developing an extensive referral network.
- Enabling the ongoing progression and development of our lived experience members.
- Working collaboratively within the Involvement team to drive forward Revolving Doors' ambitions and goals.
- Contributing to the ongoing development and implementation of the Involvement strategy.
- Managing the Member Officer and actively driving the development of lived experience members.
- Delivering our (largely contract-funded) projects, ensuring they achieve impact, and are delivered on time and within budget.



## **Essential skills**

- Previous experience in the criminal justice and/or multiple disadvantage sector working directly with people using support services.
- An understanding of the principles and practical application of coproduction.
- Adept at managing multiple projects, both personally and through a wider team.
- Excellent interpersonal skills and the ability to form trust and positive relationships with people with lived experience, external stakeholders and colleagues.
- The ability to facilitate groups and deliver training.
- Excellent organisational and administrative skills.

## **Desirable, but not essential skills:**

- Knowledge of the policy arena relating to multiple disadvantage, health and justice, courts, probation and/or policing.
- Experience of supporting lived experience and/or community groups.

## **"A day in the life"**

**By Emma, current Involvement Manager**

The day can start by checking the work plan for our NHS Health & Justice lived experience team, in preparation for a meeting with the NHS partner. I update the plan with the progress made and think through the next steps that might be needed to support our members to fulfil the upcoming work.

I then go into a prep session with one of our lived experience team members and the NHS Health & Justice programme lead to plan our contribution to the upcoming board meeting. I check in with the members to see how they found it and make sure they are well supported.

I would then meet with our policy manager and a Ministry of Justice staff member, who wants to consult with our members on the design of a new service. My role is all about making sure people with lived experience and senior decision-makers work together effectively. It is my job to ensure sessions are accessible and sensitive to our members, as well as having influence and impact.

Next, I would check in with our Member Officer to see how the numbers are looking for the upcoming lived experience forum and discuss any potential challenges. Being well-organised is key to making sure that all our progress is recorded, for example using Salesforce to ensure all member activity is logged so they receive the right payment.

In the afternoon, a new lived experience member referral might come in from someone who attended one of our events. I would discuss their background to make sure they have the right experience to become a Revolving Doors member. If they seem like a good fit, the Membership Officer will start the membership onboarding process. We go out of our way to make sure new members feel valued and welcome.

The policy team might flag that there were two members that found a focus group they attended difficult, so I would call the members to check in and support them to decompress.

I then meet with the policy and research team to discuss priorities and focus areas that our members have identified. For instance, that could be about access to housing or the care system leaving young people vulnerable to exploitation. We would discuss ideas for how we could work with our members to have an impact in that area.

At the end of the day, our Involvement team might meet to check in and discuss any interesting developments, challenges or support needs. It is rare not to end the day without feeling incredibly inspired by our members, working hard to reform systems that have failed them. To support them to enable this feels like a privilege.

## Terms of appointment

- Salary: £35,616 per annum
- Hours and place of work: Hours of work are flexible and negotiable with an expectation of a working week of 37.5 hours. Most colleagues work partly from home and partly from the office, adapting to business needs and personal preferences. We expect this post holder to work in our London office for at least one day a week on top of the requirement to attend meetings across the country when necessary.
- Paid leave: 25 days paid leave in addition to public holidays increasing with your length of service.
- Access to a personal well-being fund.
- Access to a learning and development fund: an annual training budget, supported by a personal development plan.
- Self-directed days: quarterly “self-directed days” so you can follow your areas of interest
- Reflective practice: access to and encouragement to use a regular reflective practitioner.
- Pension: 7% non-contributory pension after the qualifying period.

## Equal opportunities

Revolving Doors welcomes applications from candidates from all backgrounds and walks of life. We are particularly keen to hear from people from racially minoritised communities and those with direct or indirect experience of multiple disadvantage and/or the criminal justice system.

## Next steps

Interested candidates should email a CV and cover letter addressing the person specifications to [recruitment@revolving-doors.org.uk](mailto:recruitment@revolving-doors.org.uk) by 5 pm on Tuesday 27th June. Please use 'Involvement Manager' in the subject line.

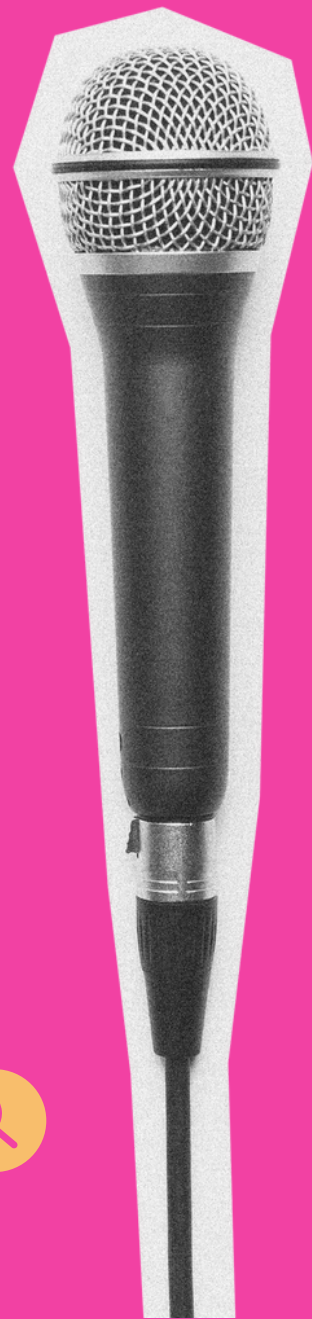
Shortlisted candidates will be contacted on Friday 23rd June 2023. The initial interviews with our panel will be conducted online on Thursday 6th July 2023. The second stage of interviews will be in person and include meeting some of our lived experience members on Thursday 13th July 2023.

If you have any questions and wish to find out more about the role, please contact Andy Williams, Director of Involvement; [andy.williams@revolving-doors.org.uk](mailto:andy.williams@revolving-doors.org.uk).

**We would be grateful if you would also complete the Equality and Diversity monitoring form. This form is for monitoring purposes only and is not treated as part of your application.**

Please tell us if you are not available to participate in the selection process on the above-mentioned dates, either in person or virtually.

**Thank you for your  
interest - we look  
forward to hearing  
from you!**



**Find out more about us:**

[www.revolving-doors.org.uk](http://www.revolving-doors.org.uk)



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