



# Greater Manchester Probation Service

**An extraordinary job.**  
Done by someone like you.

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COMMUNITY PAYBACK -  
SUPERVISOR  
BAND 3

# Welcome from Chris Edwards— Greater Manchester Regional Probation Director

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Hello,

My name is Chris Edwards, and I am the Regional Probation Director for Greater Manchester. We are one of twelve probation regions across England and Wales which provide Probation provision, as part of His Majesty's Prison and Probation Service (HMPPS).

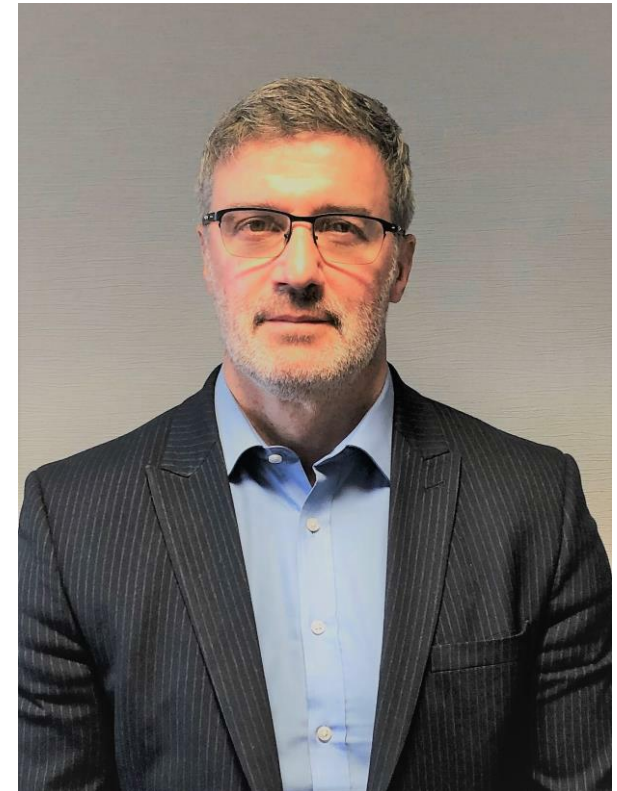
In Greater Manchester we pride ourselves in working together to make a real and tangible difference. We strive for excellence and are united in our purpose of preventing victims by changing lives.

I am delighted that you are considering joining our team as a Community Payback Supervisor. If you want a varied, interesting job, that makes a meaningful impact, helps protect the public and supports positive change, then look no further. It's exciting. It's rewarding. It's challenging. But it's never, ever boring.

To assist you with your application we have created this short information pack to provide you with some background information about the Probation Service, the services we provide and, importantly, what we can offer you. This pack explains how we recruit and gives some handy tips to support you should you decide to apply.

Finally, I would like to wish you the best of luck with your application for Community Payback Supervisor and your future career within the Greater Manchester Probation Region. We all look forward to working with you.

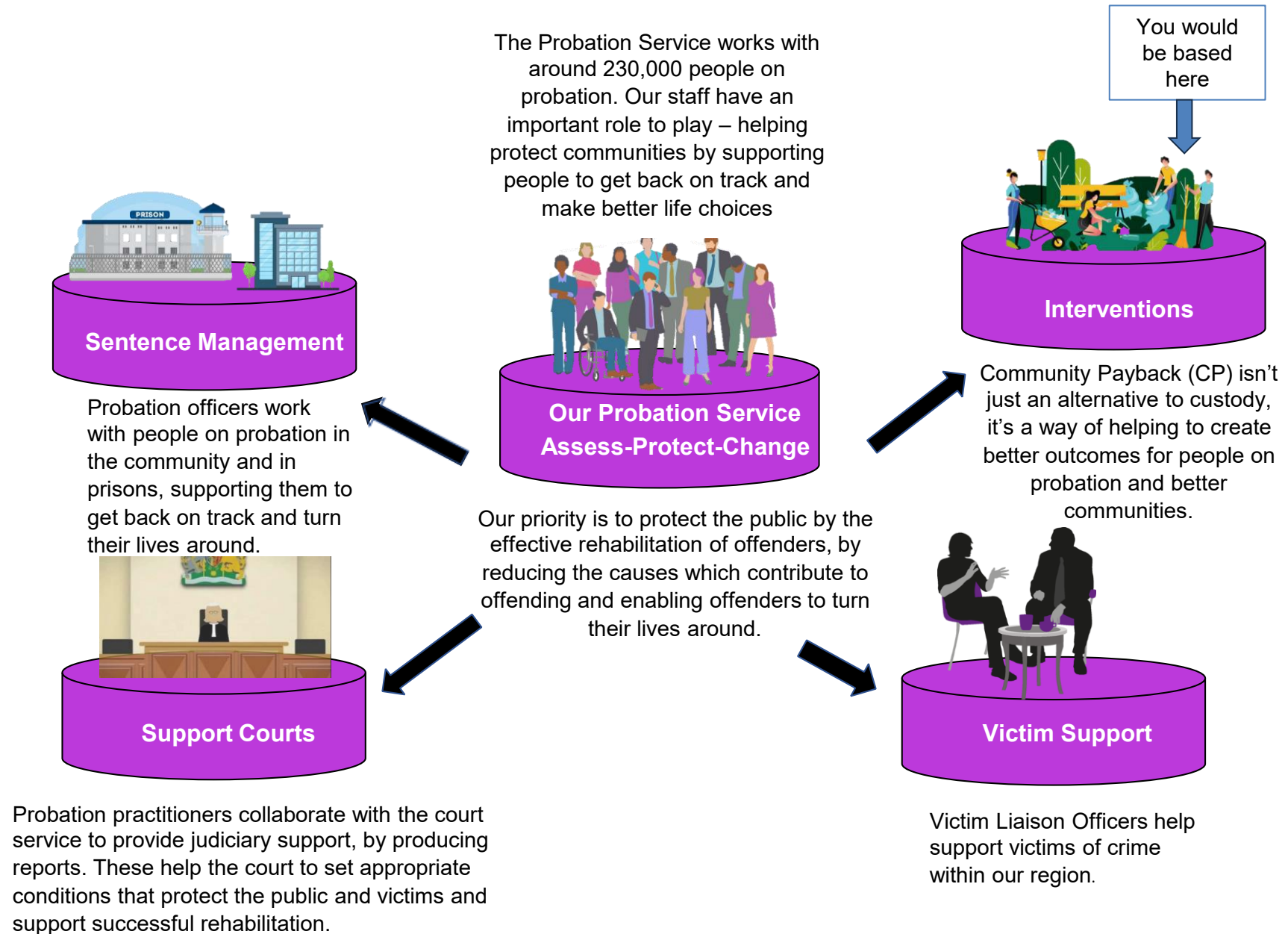
*Chris Edwards*



# About the Probation Service

The Probation Service forms part of His Majesty's Prison and Probation Service (HMPPS), along with the Prison Service and Youth Custody Service. In turn, HMPPS is part of the Ministry of Justice (MOJ), the Government's ministerial department at the heart of the justice system, working together to bring the principles of justice to life for everyone in society.

The Probation Service oversees probation delivery in England and Wales to support the rehabilitation of our service users, encouraging them to turn around their lives and become law-abiding citizens, ultimately keeping the public safe



# The Community Payback Supervisor Role

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Community Payback (CP), is an alternative to a prison sentence for people who have committed a crime. CP supervisors play a key part in supporting people on probation to do unpaid work to improve local communities and get their lives back on track. Working on varied projects that involve practical tasks that should be seen by the public to be a credible punishment providing reparation to the community.

As a supervisor you will exercise appropriate authority to maintain discipline and good behaviour within working groups, alerting the relevant staff to any infringement of discipline or behavior.

As a CP Supervisor, you will ensure:

- Pre-placement induction are conducted
- Health & Safety procedures are followed
- Risk assessments are conducted
- All service users understand the task at hand and demonstrate safe working practice
- Motivate and support people on probation

As a CP Supervisor you may be required to undertake weekend working as part of their normal pattern of working. The work may involve working alongside volunteers or staff from partner organisations.

For us, your personal qualities are just as important as your skills and experience.

You should:

- Be able to communicate with all kinds of individuals, including people in crisis
- Have basic knowledge of safety at work, public protection and risk of harm on all aspects of work
- Basic Knowledge of First Aid and willingness to undertake further training
- Hold a Full Driving Licence
- Willing to achieve and maintain L3 certificate in Assessing Vocational Achievement (CAVA) or equivalent

In your first months you'll receive work-based training. You'll be supported by your team throughout, and you'll be there for them in turn.

# A Day in the Life of a Community Payback Supervisor

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**Lisa, who's been a Community Payback supervisor for 3 years, tells us why she loves her role.**

I like a challenge and my job as a taxi driver wasn't challenging enough. When I read the CP supervisor ad, I thought the work sounded interesting. I was used to dealing with people from all walks of life – including some exhibiting difficult behaviours – so I thought my experiences would give me a bit of a head start. In this job, you need to be able to assess situations and make quick decisions before they potentially escalate. We work with people who've committed offences, but they're not necessarily bad people. Many have troubled backgrounds, mental health issues, or struggle to express themselves and get easily frustrated. As supervisors, we get training to help us deal with a range of challenging behaviours.

CP is a punishment, but it's also got a really powerful rehabilitation element. And it's great to see individuals get something out of it. Often, people on my groups have never done a particular task or even worked before, and I love to see them learn new skills and grow in confidence. It could be as simple as learning how to use a hedge trimmer or woodworking skills. It's massively rewarding when people tell me how they've used what I've taught them in their private lives or gone on to find paid work as a result.

My job is so rewarding. I've finally found something I absolutely love doing. It's so much more than just a job for me. I care about the people in my CP groups. I love to see the positive changes they're making in their attitudes and behaviours. And I'm passionate about the impact CP can have on people turning their lives around, and the communities we work in.

# Application Process

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Application



Shortlist



Interview



Offer

Complete your online application and, if successful, you will be invited to an assessment day. Details of the exact day including start time and what to bring will be shared with you once you have completed your application and passed the initial online stage. During the day you will be asked to complete a face-to-face interview where we will test behaviours and strengths. Your natural strengths are assessed to find out what motivates and energises you. We will also assess your spoken English abilities.

You will be advised whether you have been successful or not on the same day. You will then receive a provisional offer through your emails, please ensure you regularly check you mailbox including your junk folder. If you are offered and accept a role we will then commence the vetting process. This can take up to 12 weeks. You may be placed on a merit list and can be contacted up to 12 months after the interview to be offered an alternative position.

Please note that this role requires successful completion of pre-employment checks including basic vetting checks. You will be asked to provide further details by SSCL. We advise that you complete this as accurately as possible to avoid any delays in employment. When completing the vetting form, we advise you to use a laptop or PC and not a mobile phone or tablet.

Once all checks have been completed, a formal offer of employment will be sent via email for you to accept the terms and conditions of employment. At this point you will be contacted by your line manager, to discuss a start date to join Greater Manchester

# How you will be Assessed

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## Experience

In your application you will be asked to provide evidence of how your skills and experience meet the essential criteria.

- Have strong communication skills both verbal and written and the ability to communicate effectively with a wide range of individuals, including those who may present difficult or aggressive behavior
- Use and work on own initiative

## • Behaviours

The Probation Service uses the [Civil Service Success Profiles framework](#). The Probation service uses the Civil Service Success Profiles framework.

A combination of these Behaviours will be tested at the application and interview stage. You will be asked questions based on these Behaviours and you should provide an example of how you have achieved these Behaviours using [The STAR method](#) ( Situation, Task, Action, Result)

## Strengths

At interview you will be asked questions that will allow us to gauge your personal strengths, your natural reactions are a good indicator of what these are or potentially can be.

You can find further information and support in completing your application here: [Information for Candidates applying to work in the Civil Service](#)



# Diversity & Inclusion

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Greater Manchester Probation Service is committed to building a more inclusive workplace where staff are encouraged to be themselves and deliver their best work.

As a Disability Confident employer, we are committed to providing everyone with the opportunity to demonstrate their skills, talent and abilities, by adjusting elements of the recruitment process and in the workplace.

You will be able to request reasonable adjustments to the recruitment process within the application form. Further information please follow this [Link](#)

# Our Values

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## PURPOSE

Justice matters. We are proud to make a difference for the public we serve.

## OPENNESS

We innovate, share, and learn. We are courageous and curious, relentlessly pursuing ideas to improve the services we deliver.

## HUMANITY

We treat others as we would like to be treated. We value everyone, supporting and encouraging them to be the best they can be.

## TOGETHER

We listen, collaborate and contribute, acting together for our common purpose.