



Good Practice – Nominee

Jayne Cox – Shaw Trust



Working in the world of CFO3, requires staff members that understand the landscape, have the skills required to effectively facilitate a progressive participant journey, can effectively plan performance and that are resilient to working in custodial environments that can sometimes be quite intimidating.

Jayne is an excellent team leader, who is highly respected by her colleagues. This has been achieved by supporting the team closely whilst still enabling them to work independently, leading to maintained morale during difficult periods where we have needed to improve performance. Jayne displays a dynamic, open, participative and supportive management style that has created a culture of continuous improvement.

Jayne will always make time for both internal and external delivery colleagues and our participants, her knowledge is second to none. However, she will always listen attentively.

Jayne displays an excellent level of emotional intelligence and interpersonal skills. Jayne's outstanding personal impact, drive, enthusiasm and presence, enables her to dynamically lead and inspire our internal delivery team.

Jayne's mentoring, support and motivational leadership has been invaluable during the last two years. Jayne is very perceptive; her logical thinking and systematic solution based approach, allows me to make informed decisions and outline a clear strategy for CFO3 in the SWoE.



Working within such diverse custodial environments with a diverse range of partners is very complex. Therefore, consideration of differing infrastructures is paramount. Jayne is able to articulate a clear long term strategy, whilst taking an individual approach with HMP's and partners. Subsequently, this allows multiple delivery teams to build capability and capacity; however, equally contribute towards creating an innovative, sustainable and high performing environment.

Jayne's integrity, work ethic and transparent approach, enables her to have difficult conversations, in a solution focused and professional way. Jayne never hesitates to tactfully, but directly point out areas that needed to be considered a different way; her observations, opinions, and suggestions have proved to be greatly beneficial to CFO3 delivery.

Employees are our greatest asset - they're our competitive advantage. We want to attract and retain the best; provide them with encouragement, stimulus, and make them feel that they are an integral part of the company's mission. Jayne's contribution has resulted in the SWoE CFO3 delivery team becoming stronger, and more capable, with greater capacity for future delivery; subsequently, our participants receive an excellent service.

Jayne sets high standards for the team, in order for our participants to have the best outcome. The CFO3 participants within SWoE have benefited hugely from having such a selfless, ambitious manager at the helm. Jayne leads by example; often taking on the role of case manager when individuals are absent. Jayne's influence has created a culture of flexibility and continuous improvement. As such, I have no hesitation in nominating Jayne for the 'Good Practice Award'.