



# HM Prison & Probation Service

## NPS Job Description (JD)

### NPS Band 5

#### Directorate: National Probation Service

#### Job Description: Quality and Effective Practice Manager

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# NPS Job Description

<b>Job Title</b>	Quality and Effective Practice Manager
<b>Directorate</b>	National Probation Service / Effective Probation Practice Division
<b>Band</b>	NPS Pay Band 5

<b>Overview of the job</b>	<p>The EPP division is responsible for supporting the NPS in improving the quality and effectiveness of Probation practice by overseeing the performance of the NPS and directly managing projects relating to learning, assurance and professional development, including the development of the professional registration framework.</p> <p>This is a strategic role within the National Probation Service (NPS). The Quality and Effective Practice Manager supports the Quality &amp; Effective Practice Lead and/or Head of Function to provide a leading role within the unit in respect of quality and effective practice.</p> <p>Location is flexible, but will involve regular travel to London and some travel to other venues in England and Wales which may require some overnight stays.</p>
<b>Summary</b>	<p>Quality and Effective Practice Managers will lead on the development of projects to improve the quality of work by frontline staff.</p> <p>The job holder will be expected to manage and lead projects within the functional area and provide support and cover to other teams/functions during periods of absence.</p> <p>In line with NPS policies and procedures, the job holder must at all times demonstrate a commitment to equality and inclusion and an understanding of their relevance to the work they do</p>
<b>Responsibilities, Activities &amp; Duties</b>	<p>The job holder will be required to carry out the following responsibilities, activities and duties:</p> <ul style="list-style-type: none"> <li>• Provide effective leadership of projects relating to areas of probation practice including the design and co-ordination of internal quality assurance activities to demonstrate that offender managers manage risk appropriately and meet public protection standards.</li> <li>• Provide specialist effective practice knowledge and understand the changing nature of effective practice in accordance with emerging research.</li> <li>• Contribute to the development of Senior Probation Officers using specialist effective practice knowledge.</li> <li>• Lead national effective practice projects that support a programme of continuous improvement in consultation with operational colleagues across the NPS.</li> <li>• Work with divisional Performance &amp; Quality Managers to promote best practice and practice improvement.</li> <li>• Proactively support staff development through production of guidance for delivery of effective practices across the service</li> <li>• Contribute to the organisation's response to external inspections and internal audits.</li> <li>• Support implementation of change in practices including working with divisions e.g. training and development</li> <li>• Contribute to effective practice through the development of processes that promote review, discussion and feedback</li> </ul>

	<ul style="list-style-type: none"> <li>• Promote a culture of innovation and continuous improvement to service delivery</li> <li>• Facilitate effective communication between the NPS and internal and external partners e.g. HMPPS, HMIP</li> <li>• Demonstrate pro-social modelling skills by consistently reinforcing pro-social behaviour and attitudes and challenging anti-social behaviour and attitudes</li> <li>• Deputise for the Quality &amp; Effective Practice Lead as required</li> <li>• Promote the aims and values of the NPS and HMPPS and reinforce pro social modelling skills by reinforcing pro social behaviour and attitudes and challenging anti-social behaviour and attitudes.</li> <li>• Adhere to all policies in respect of the sensitive/confidential nature of the information handled whilst working in this position</li> </ul> <p>The duties/responsibilities listed above describe the post as it is at present and is not intended to be exhaustive. The Job holder is expected to accept reasonable alterations and additional tasks of a similar level that may be necessary. Significant adjustments may require re-examination under the Job Evaluation scheme and shall be discussed in the first instance with the Job Holder.</p>
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<b>Competencies</b>	<p>For the purpose of selection the following competencies will be measured:</p> <ul style="list-style-type: none"> <li>• Leading and communicating</li> <li>• Changing and improving</li> <li>• Collaborating and partnering</li> <li>• Seeing the big picture</li> <li>• Managing a quality service</li> <li>• Delivering at pace</li> </ul>
<b>Minimum Eligibility</b>	<ul style="list-style-type: none"> <li>• All candidates are subject to security and identity checks prior to taking up post</li> <li>• All external candidates are subject to 6 months probation. Internal candidates are subject to probation if they have not already served a probationary period within HMPPS</li> <li>• All staff are required to declare whether they are a member of a group or organisation which the Prison Service consider to be racist</li> </ul>

<p><b>Essential Skills Qualifications, accreditation &amp; Registration</b></p>	<p><b><u>QUALIFICATIONS</u></b></p> <p><b><u>Essential</u></b></p> <ul style="list-style-type: none"> <li>• Probation Qualification Framework Graduate Diploma/ Honours Degree in Community Justice integrated with Level 5 Diploma in Probation Practice. (Or) a qualification which was recognised at the time of qualification by the State for Justice as per Section 10 of The Offender Management Act 2007: The following qualifications gained in England and Wales were previously recognised as providing such eligibility: <ul style="list-style-type: none"> <li>○ Diploma in Probation Studies,</li> <li>○ Diploma in Social Work (with Probation Option)</li> <li>○ CQSW (with Probation Option)</li> </ul> </li> </ul> <p><b><u>Desirable</u></b></p> <ul style="list-style-type: none"> <li>• Project Management qualification and/or experience.</li> <li>• Evidence of competence in management skills and/or equivalent Management qualification.</li> <li>• Continuous Improvement or Quality Assurance qualification and/or experience</li> </ul> <p><b><u>EXPERIENCE</u></b></p> <p><b><u>Essential</u></b></p> <ul style="list-style-type: none"> <li>• Substantial experience with a proven record of good practice in a variety of settings (including offender Management) as a Probation Officer or from working within another criminal justice agency or related work context</li> <li>• Understanding of the role of the Probation Service in the Criminal Justice System and in a multi-disciplinary setting.</li> <li>• Knowledge and understanding of the factors which influence engagement with offenders and victims.</li> <li>• Experience of risk management and assessment of offenders, understanding of multi-agency risk assessment and management procedures</li> <li>• Evidence of ability to evaluate practice and provide effective feedback.</li> <li>• Evidence of ability to provide a practice perspective on policy development</li> <li>• Experience of working under pressure and fulfilling demanding deadlines</li> <li>• Experience of working flexibly as a member of a team to achieve performance targets</li> <li>• Experience of contributing to the provision of effective administration and information systems</li> <li>• Demonstrable achievements in managing/supporting change and effecting improvements in quality and efficiency</li> <li>• Able to demonstrate well developed IT skills, including evidence of ability to interpret and apply performance reports</li> <li>• Experience of proactively championing diversity and inclusiveness both internally and externally</li> <li>• Ability to implement the services health and safety policies</li> </ul> <p><b><u>Desirable</u></b></p> <ul style="list-style-type: none"> <li>• Demonstrable experience of project planning, experience of determining the effective use of resources, demonstrate experience of effective communications, demonstrate experience of making successful critical decisions.</li> <li>• Experience at a comparable management level within a complex multi-disciplinary environment</li> <li>• Previous experience of effecting staff performance improvements</li> <li>• Experience of delivering staff coaching</li> <li>• Understanding how to interpret and apply HR policy and procedure</li> </ul> <p>All candidates should demonstrate the ability to fulfil all spoken aspects of the role with confidence through the medium of English or (where specified in Wales) in Welsh.</p>
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Hours of Work (Unsocial Hours) Allowances	
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