



National Offender Management Service

HQ Job Description (JD)

Band 8

Directorate: Public Sector Prisons

Job Description: Service Delivery Manager

Document Ref.	HQ-JES -1595_Service Delivery Manager_v3.0
Document Type	Management
Version	3.0
Classification	Unclassified
Date of Issue	
Status	Baselined
Produced by	Head of Group
Authorised by	Reward Team
JD Evidence	

HQ Job Description

Job Title	Service Delivery Manager
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Overview of the job	<p>This is a key contract management role also requiring specialist knowledge, with responsibility for overseeing the delivery of the total facilities management (TFM) contract and works projects across a number of establishments, for defining projects and for technical and statutory assurance.</p> <p>Note: The custodial TFM contract includes maintenance of buildings, equipment and grounds, Health and Safety and Fire safety maintenance, small-scale works and building projects, management of stores, cleaning of non-prisoner areas, waste, energy and environmental management and escorts for contractors and their vehicles.</p>
Summary	<p>The job holder will be responsible for the TFM contract and works projects across a number of establishments within a region, for defining projects and for technical assurance.</p> <p>This role requires working unpredictable and unsocial hours some times at short notice, and to be on call to provide advice or attend sites at any time.</p> <p>Reporting to the Regional Estate Manager (REM) and contributing to the delivery of establishment business plans the SDM will maintain contact and influence Governors or their representatives to ensure works and FM services are effective, that any issues are addressed.</p> <p>This is a specialist role: FM and technical competence within the custodial estate is essential.</p> <p>This is a non-operational job.</p>
Responsibilities, Activities & Duties	<p>The job holder will be required to carry out the following responsibilities, activities and duties:</p> <ul style="list-style-type: none"> • Responsible for managing the transition to the delivery of services through the new contract and operating model in respect of a number of designated prisons and other NOMS sites. • Responsible for the day to day management of the TFM contract across a number of public sector prisons within a region including during unsocial hours where required. • Responsible for overseeing the delivery of additional works projects up to £150K • Responsible for technical assurance to REM and governors and providing technical advice on delivery of the TFM contract in relation to all aspects of maintenance, repairs, improvements and standards including providing advice and support during unsocial hours.

	<p>TFM</p> <ul style="list-style-type: none"> • day-to-day monitoring and measurement of the delivery performance of the TFM contract through MI data and visual inspections of the facilities at establishments; • responsible for ensuring through an appropriate level of sample checks and monitoring that the work carried out by contractors is in accordance with the contract in terms of quality, compliance and specification, liaising with external stakeholders and influencing and instructing the contractor to resolve any delivery issues that arise but escalating to REM as appropriate; • responsible for managing the delivery by contractors of statutory and mandatory requirements for maintenance and a planned maintenance programme for the buildings, plant, equipment and systems of establishments and supporting validation of condition surveys of assets; • performance managing the achievement of qualitative and quantitative standards including Key Performance Indicators, • reviewing delivery of services compared against Contractor Method Statements and challenging when these are not met • consider whether early warning notices and compensation events are required and advise REM accordingly; • Monitor Early Warning Notices to ensure they are being addressed and ensure mitigation plans and risk register including early warning matters are in place and maintained. • Reporting MI data on the performance of the contractor to the Regional Estate Manager. • Monitor and assess the validity of KPI and other data flowing from contractors; • reporting MI data to establishment Governing Governors on contract delivery performance and to address any local issues that may need to be addressed and effectively controlling and monitoring the budget and spend on the contract (subject to any approval of spend by locally or by the REM dependent on funding lead). • Responsible for contributing on a quarterly basis to update report coordinated by SM for MoJ contract management oversight purposes, reflecting any material changes to the contract or performance, any remedial action / recovery plans that have been put in place and changes to the contract plan. • Ensure all risks and issues are addressed to resolve or are escalated and logged as per agreed risk management strategy • Responsible for checking that permits to work are issued in accordance with NOMS, contractual and statutory requirements • Responsible for agreeing schedules for short and medium term planning for estates and maintenance work with the contractors, ensuring immediate requests for maintenance and repair activity (which may threaten physical security) or accommodation availability are prioritised • Accountable for regularly reviewing maintenance progress by contract service providers, liaising with MOJ Estates on the planning and delivery of new builds, refurbishments and change of use across the sites, adhering to statutory planning and legislation including Construction Design and Management regulations
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- Work in conjunction with service providers to deliver projects identified within

- Responsible for assuring the REM and Governors that establishments meet statutory and mandatory obligations and advising where action is required; and responsible for carrying out a monitoring programme to underpin this assurance.
- Accountable to the REM for the continued integrity of Public Sector Prisons property boundaries and for preventing any encroachment by amongst other activities ensuring an annual physical inspection of estate boundaries is completed in conjunction with TFM contractor and the Governor with a report and action plan as required for all establishments within the SDM's area of responsibility.
- In support of the REM contribute to the annual review of the TFM contract.
- Responsible for monitoring all contractors' adherence to the local security strategy
- Responsible for ensuring that Waste Management/ Recycling, Energy Management and Biodiversity sustainability strategies are in place and adhered to by contractors
- Responsible for ensuring that contractors manage a) locks; b) tools and keys; c) in compliance with local & national Policy d) ensure that locking schedules are kept up to date
- Responsible for ensuring that all performance and management information about services and projects including new build & change of use projects is entered onto relevant systems (Planet FM CAFM/ CAIP/ 4projects).
- Responsible for ensuring management of stock levels in stores in accordance with KPI 16 (NB Does not refer to RID stores in HSE);
- Responsible for monitoring stock control of essential on site maintenance items and to identify and communicate order requirements
- Responsible for ensuring all relevant statutory and mandatory legislation is complied with by contractors and that the contractor is complying with the MoJ Technical Standards.
- Complete and submit returns accurately and on time as required and provide data and information to TSols in relation to litigation claims.

Additional works projects

- Identify the requirement for all works projects including contribution to business cases and bids, and provide specialist information to the REM by completing relevant documentation to support the procurement process, this includes monitoring and assessing progress until completion (handing over project management to MoJ ED for projects over £150K).
- Define and oversee delivery of portfolio of relevant maintenance projects (additional works projects under £150k) ensuring they meet cost, quality, time and budget allocations
- Act as liaison between the establishment, the REM and the project delivery group on projects over £150k to ensure effective communication and control

	<p>Budget and payment</p> <ul style="list-style-type: none"> • Responsible for exercising delegated budgetary authority for reactive repairs (where these exceed the contract threshold of £750), vandalism and ad-hoc services and seeking approval from REM for all spend above their delegation. • Manage delegated budgets in compliance with the Finance, Procurement and Materials Management policies including monitoring financial position against budget and taking action to remain within budget. • verification of applications for payment by reference to MI data and visual inspections of the facilities • Responsible for ensuring the TFM contract delivers within the approved budgetary and financial limits and that procured goods and services represent value for money <p>Technical and specialist</p> <ul style="list-style-type: none"> • Responsible with H & S manager for ensuring contractors comply with Health and Safety legislation. • Ensure risk assessments are undertaken by contractor and that contractor staff are made aware of their personal responsibility towards Health and Safety compliance. • Responsible with the establishment security department and the contractor for completing the physical security audit and producing a local action plan identifying corrective actions and solutions for the built environment. • Liaise with contractors and MoJ ED in the creation of environmental sustainability initiatives and monitor delivery against the local action plan. • Advise stakeholders such as governor, SMT and contractor as appropriate in conjunction with Health and Safety on specialist estates related matters including Construction Design Management (CDM) compliance, water management, gas and asbestos ensuring all relevant risks are managed. • In conjunction with TFM contractor contribute to the Preparation of the establishment contingency and emergency plans and ensure implementation. • In conjunction with the TFM contractor and, where appropriate with the REM, provide specialist advice and support in the event of operational emergencies whether during normal working day, out of hours, at weekends or on bank holidays, and providing technical management assistance and support to Governors during incidents as part of the Command Team. • In conjunction with TFM contractor ensure actions relating to estates arising from Standards Audit, HM Inspectorate of Prisons Action Plans, Managing Quality of Prison Life (MQPL) surveys including local self audit action plans and strategies are delivered through the contract. <p>Undertake other management tasks including:</p> <ul style="list-style-type: none"> • Promote Prison Service policy in all activities and behaviours e.g. promote diversity, decency, safety and reducing re-offending agendas • Provide leadership and management of the Function. Will have the skills to apply
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	<p>all Human Resources (HR) related policies and practices and be able to carry out all aspects of people management such as Attendance Management, Disciplinary</p>
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- ☐ Provide input to training and capability management to ensure staff within contract management hierarchy are appropriately trained to the required level
- ☐ Manage Prisoners Complaints Process within the Function
- ☐ Responsible for ensuring all litigation claims relevant to the area have been dealt with in accordance with policy
- ☐ Oversee the compilation and regular progress reporting of performance improvement programmes
- ☐ Manage the appropriate authorisation of Financial Compliance Statements
- ☐ Manage devolved budgets in accordance with the financial procedures outlined in the budget delegation
- ☐ Ensure that the Function produces and analyses audit and establishment performance management information identifying variances and areas requiring improvements and work with establishments to implement actions and manage progress
- ☐ Contribute to the establishment's overall achievement of (SDIs) and standards and be accountable for the performance and delivery of targets relating to the budget;
- ☐ Responsible for ensuring implementation of all local and national policies relating to the Function, and ensure procedures implemented are compliant, including the development of new policies
- ☐ Contribute to the development and delivery of the medium-to-long term strategic business plan for the establishment / region, with overall responsibility for implementation within their Function
- ☐ Attend relevant boards/meetings and actively contribute either as chair or team member
- ☐ Responsible for ensuring the defined work areas and associated activities of contractors comply with Health and Safety legislation. Ensure all risk assessments are undertaken by contractors and staff are made aware of their personal responsibility towards Health and Safety compliance
- ☐ Work collaboratively and provide constructive challenge to colleagues to ensure that their own and other Functions are joined up and together contribute towards the overall delivery of the establishment's performance
- ☐ Contribute to the preparation of the establishment contingency and emergency plans and ensure implementation when required.
- ☐ Ensure the effective use of staff resources and the provision of training
- ☐ Produce relevant reports as required and ensure that responses to correspondence are within agreed timescales
- ☐ Carry out investigations and administration including those in relation to incidents of potential discrimination and report on findings

	<ul style="list-style-type: none"> □ Accountable for ensuring actions arising from Standard Audit, Her Majesty Inspectorate of Prisons (HMIP) Action Plans and Managing Quality of Prison Life □ Actively encourage staff engagement within the Function to ensure objectives are met
	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.

Competencies	<p>For the purpose of selection the following competencies will be measured:</p> <ul style="list-style-type: none"> • Achieving Commercial Outcomes • Changing & Improving • Collaborating and Partnering • Leading and Communicating • Making Effective Decisions • Managing a Quality Service
Minimum Eligibility	<ul style="list-style-type: none"> • All candidates are subject to security and identity checks prior to taking up post • 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 NOMS • All staff are required to declare whether they are a member of a group or organisation which the Prison Service consider to be racist
Essential Qualifications, accreditation Registration	<p>Skills &</p> <ul style="list-style-type: none"> • Essential to have strong commercial and financial awareness, drive and resilience, effective team working and interpersonal skills. Must also be able to deliver under pressure. • Must have a BTEC Advanced Diploma or higher qualification in a Maintenance, Technical, Building, FM related discipline. Must have a high level of understanding and experience of managing outsourced FM providers and a high level of understanding of managing outsourced FM providers performance. • Must have a high level of understanding and experience of managing audit compliance action plans and meeting mechanical, electrical and building statutory and mandatory compliance requirements. • Essential to hold or willing to complete a National Examination Board Occupational Safety Health – National Certificate in Construction Health and Safety within the first 2 years of taking up post. • Essential to have relevant project management, contract management and change management experience including experience of managing transition. • Must have experience of managing a diverse high profile property portfolio

Hours of Work (Unsocial Allowances)	<i>Leave Blank</i>
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