



# National Offender Management Service

## HQ Job Description (JD)

### Band 4

#### Directorate: Probation and Contracted Services

#### Job Description: Assistant Controller

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# HQ Job Description

<b>Job Title</b>	Assistant Controller
<b>Group / Directorate</b>	Probation and Contracted Services/Custodial Contracts
<b>Band</b>	4

<b>Overview of the job</b>	
<b>Summary</b>	To work as a member of the Controller's Team, helping to ensure that it operates effectively and efficiently; to maintain correct and appropriate relationships with both team colleagues and other stakeholders. As and when required conduct duties on behalf of the team at clustered establishments.
<b>Responsibilities, Activities and Duties</b>	<p>The job holder will be required to carry out the following responsibilities, activities and duties:</p> <p><b>Contract Monitoring</b></p> <p>Support the Controller/Deputy Controller in the formal monitoring arrangements relating to the contract through;</p> <ul style="list-style-type: none"> <li>• Monitoring compliance with operational requirements</li> <li>• Undertaking audits</li> <li>• Identifying failures by Contractors staff to comply with contractual requirements</li> <li>• Making general observations of the operations of the establishment</li> <li>• Maintain a working knowledge of the Contract, identifying deviations and raising these with the Controller.</li> <li>• Analyse the content of Prison Service Instructions and Orders, Standards etc identifying any impacts for the provision of, relative to, contractual commitments, bringing to the attention of the Team any matters arising from this. Forward information on new and revised Prison Service Instructions and Orders to the Contractor from the Prison Service Intranet, liaising when required on matters arising from this.</li> <li>• Prepare papers, including update on performance measures, for the monthly Controller and Director meeting and the Quarterly Contract Review Meetings, identifying outstanding actions and liaising with those responsible for updates as required</li> </ul> <p><b>Performance Management</b></p> <ul style="list-style-type: none"> <li>• Analysing and presenting quarterly performance progress by developing and maintaining a robust database for the Quarterly Contract Review Meetings, providing key updates for the Controller and other key internal stakeholders.</li> <li>• Identifying failures and deficiencies to perform against the contract requirements</li> <li>• Monitoring Key Performance Targets/Indicators</li> <li>• Identifying and agreeing Quarterly and Annual performance points each month in line with Schedule F of the Contract.</li> <li>• Ensuring incident and data returns and inputs are checked, validated and completed within timescales, including HUB data.</li> <li>• Monitoring and logging the Contractors progress against HMIP, PPO, and ACA Action plans.</li> <li>• Prepare relevant statistical performance data and reports for the Team and relevant stakeholders, including any ad-hoc reports and other information,</li> </ul>

as required.

#### **Office Management and Administration**

- Ensure effective office administration processes are in place; this will include supporting and minuting the QCRM, maintaining a suitable supply of stationary ordered via iProc when required, providing necessary reception arrangements for visitors and general office duties.
- Maintain a robust electronic file management system. Coordinate communications for the Controller's Team, in particular ensuring that there is a brought forward system in place to ensure that urgent issues are dealt with and acted upon within timescales.
- Prepare written materials (including notes, letters, PQ's and briefs etc) on behalf of the Controller and Deputy Controller, as required.
- Record receipt of Requests and complaints / Home Detention Curfew appeals and related responses adhering to appropriate timescales
- Perform the role of Deputy Information Assurance Manager

#### **Investigations**

- Support the Controller / Deputy Controller in monitoring investigations carried out by the Contractor into allegations made against Contractor.
- Work in partnership with SSC to monitor procedures in relation to the suspension and revocation of Prison Custody Officer Certifications.
- Assist with any commissioned investigations including any investigations into allegations made against Prison Custody Officers in accordance with Schedule 10 of the CJA 1991

#### **IT Management**

- Lead as On-site Quantum Point of Contact (QPC) for IT and telephony related issues and queries.
- Maintain the Quantum Asset register for the establishment.
- To ensure there is a local IT policy made available.
- Ensure there is a current IT Contingency Plan with Keyword

#### **Secretary of State Duties**

- Sign licences for the release of prisoners, which would include and end of sentence licence.

#### **Representational and other duties**

- To represent the Controller's Team at relevant meetings or other events, briefing the rest of the team appropriately and ensuring that all action points are either delegated or acted upon.
- To liaise with the NOMS Probation & Contractual Services team, internal and external stakeholders and to build and maintain collaborative partnerships in support of effective management.
- To complete any other duties or tasks as requested by the Controller or Deputy Controller

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.

<b>Competencies</b>	<ul style="list-style-type: none"> <li>• Collaborating &amp; Partnering</li> <li>• Achieving Commercial Outcomes</li> <li>• Achieving a Safe, Decent and Secure Environment</li> <li>• Showing Drive and Resilience</li> <li>• Acts with Integrity</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 probation period within NOMS</li> <li>• All staff are required to declare whether they are a member of a group or organisation which the Prison Service considers to be racist</li> </ul>
<b>Essential Skills/ Qualifications/ Accreditation/ Registration</b>	<p>Please state any skills, qualifications, accreditations and registration required for the job.</p> <ul style="list-style-type: none"> <li>• Trained in sentence calculation and release licence process (or willing to undertake training)</li> <li>• I-Proc trained (or willing to undertake training)</li> <li>• QPC trained (or willing to undertake training)</li> <li>• Sound analytical skills and experience of designing and using spreadsheets</li> <li>• Experience of operational assessment via audit systems</li> <li>• An ability to fulfil all spoken aspects of the role with confidence through the medium of English or (where specified in Wales) Welsh</li> </ul>

<b>Hours of Work and Allowances</b>	
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