Group Profile: Hub Manager

Band 5

Document Ref.	HMPPS_OR_T_4_GP_Hub Manager_v5.0
Document Type	Management
Version	5.0
Classification	Official
Date of Issue	03.06.19
Status	Baselined
Produced by	Head of Group
Authorised by	Reward Team
JD Evidence	

Group Profile

Group Profile Name	Hub Manager
Organisation Level	**First Line Management -** The jobs at this level will provide first line management for a team of people and delivery of work routines, activities and regimes appropriate to their area of responsibility which may span one or more departments.
Band	5

Overview	Job holders within this Group Profile will be responsible for managing the transactional activity within their relevant administrative Hub. They will line manage staff and apply all Human Resources (HR) related policies and practices and be able to carry out all aspects of people management such as staff management, disciplinary investigations, performance management and staff appraisals. This is a non operational role which may involve contact with prisoners depending on their area of work.
Characteristics	Typical tasks associated with this Group Profile include: • Contribute toward the development of local policy, procedures and practice and ensure consistency of application • Manage devolved budgets in accordance with the financial procedures outlined in the budget delegation • Manage the achievement of Service Delivery Indicators (SDIs) and standards within the work area, verifying and signing off documentation as appropriate • Attend relevant unit meetings as required to provide feedback on good practice examples, to promote awareness for better and more efficient ways of working • Analyse and act on data collected by the Hub and produce any relevant reports to show findings • Ensure that data entered into local and national systems is accurate and in accordance with agreed timescales • Monitor performance of the Hub • Draft all external and internal communications on behalf of the Hub • Provide Head of Function with management information relating to the relevant area • Be responsible for the management of all staff within their area. This includes staff performance, development and annual appraisal through to sickness absence management • Act as first point of contact for relevant external stakeholders • Act as requisitioner or approver dependant on local policy
Job Descriptions relating to this Group Profile	The job holder once in post will be in matched to a job description; a sample list is shown below. The post is rotational so the job holder could during their career carry out the role of different job descriptions. • Hub Manager : People • Hub Manager : Business • Hub Manager : Offender Management • Hub Manager : Activities • Hub Manager : Regional People Wales

Minimum Eligibility	• 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 HMPPS. • All staff are required to declare whether they are a member of a group or organisation which HMPPS considers to be racist.
Essential Skills/ Qualifications/ Accreditation/ Registration	Job holders must complete specific training in their specialism once they take up post. Internal applicants Newly promoted staff to the following Band 5 first line manager roles (Hub Managers, Custodial Managers and Facilities & Services Managers) in Establishments are required to complete a qualification as part of their work objectives where these training packages are available Staff that have mapped or re-graded to Band 5 who have previously worked at an equivalent level will not be required to undertake the qualification. External applicants All external staff joining as a Band 5 Hub Manager or Facilities and Services Manager in an Establishment are required to complete the qualification where available. Essential Skills: • Able to deal effectively and assertively with staff at all levels • Able user of MS Word and MS Excel • Information collation and analysis

Hours of Work and Allowances	37 hour working week
Behaviours	• Changing and Improving • Communicating and Influencing • Working Together • Managing a Quality Service • Making Effective Decisions • Leadership
Strengths	N.B. It is advised strengths are chosen locally, recommended 4-8
Essential Experience	
Technical Requirements	N.B these are the technical requirements for the group profile, please check the individual job description relating to this group profile for the any job specific requirements and add if required.
Ability	

Success Profile

Behaviours	Strengths N.B. It is advised strengths are chosen locally, recommended 4-8	Ability	Experience	Technical N.B Please check the individual job description relating to this group profile for the any job specific requirements and add if required.
Changing and Improving				
Communicating and Influencing				
Working Together				
Managing a Quality Service				
Making Effective Decisions				
Leadership				