



HM Prison & Probation Service

HQ Job Description (JD)

Band 8

Directorate: Public Sector Prisons

Job Description: Operations Manager to Prisons Group Director

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HQ Job Description

Job Title	Operations Manager to Prisons
Directorate	Public Sector Prisons
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Overview of the job	This is a manager role in the prisons group team.
Summary	<p>This role reports to the Prison Group Director. The role is to support the PGD to ensure the safe and effective delivery of custodial services within the prisons group, provide assurance to the PGD of effective delivery and act as the link between the Group and HQ. They will be accountable for delivering effective assurance and change portfolio management within the prisons group.</p> <p>The jobholder may be either non-operational or an operational member of staff. They are based in Prisons Group Office with line management responsibilities.</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"> • Act as professional advisor to PGD on operational issues • Act as professional advisor to Governors, providing policy advice and interpretation • Monitor establishment stability and risks, reporting any issues to PGD and PSP HQ as required • Manage relevant prison casework that requires an operational perspective • Ensure regional contingency plans are in place, up to date and tested • Manage implementation of National custodial initiatives within Region • Support PGD and establishments during incidents • Support strategic and practical management of prisoner population • Contribute to the group assurance strategy to provide ongoing assurance to the PGD that its risk management and control strategy is working • Makes decisions which are likely to have major effects on elements of the custodial and offender management service within the group • Work with establishments to agree service improvement plans and implementation of best practice to resolve performance/non-compliance issues and monitor progress in specific areas covered • Provide recommendations to PGD to assist in approving and authorising operational matters • Act as point of contact for centralised services • Prepare PGD bi-lats and visit reports, ensuring any actions are carried out • Develop partnerships with other Criminal Justice agencies including probation trusts, police services, HM Courts Services, YOS, and MAPPA SMBs • Provide operational support and perspective to DDC on capacity planning and expansion / reduction plans in Region • Develop strategy / business plan for PGDs office and Region • Undertake ad-hoc projects and investigations on behalf of PGD • The jobholder will line manage staff within the PGD Office, including the Office Manager and Personal Secretary. They may also manage other sections on behalf of the PGD, which will vary depending on Region.

	<p>If 'operational' the following additional duties to be undertaken:</p> <ul style="list-style-type: none"> • Make decisions on operational issues on behalf of the PGD • Support PGD and establishments during incidents, including being available on call to support, advise, monitor and report incidents to relevant people • Support strategic and practical management of prisoner population, including out of hours liaison with court transport services and prisons • Undertake Duty Governor Duties in group establishments as rostered <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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Competencies	<p>For the purpose of selection the following competencies will be measured:</p> <ul style="list-style-type: none"> • Changing & Improving • Making Effective Decisions • Delivering at Pace • Leading and Communicating • Collaborating and Partnering • Showing Drive and Resilience
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 HMPPS • All staff are required to declare whether they are a member of a group or organisation which HMPPS consider to be racist
Essential Skills Qualifications, accreditation & Registration	<p>Experience of working at a managerial level in the operating environment.</p> <p>Experience of stakeholder engagement at various levels. You will need to be persuasive and influence others views positively, to deal confidently and tactfully with other colleagues.</p> <p>Judgement and decision making – including readiness to take a high level of responsibility and the ability to exercise sound and sometimes rapid judgement based on the evidence presented in a range of situations.</p> <p>The ability to analyse stakeholder positions and formulate proposals and options for consideration, taking into account wider issues.</p> <p>Experience of operational environment including command suite and/or structure exposure</p> <p>An ability to fulfil all spoken aspects of the role with confidence through the medium of English or (where specified in Wales) Welsh - TBC may only be required if undertaking Duty Governor duties</p>

Hours of Work (Unsocial Hours) Allowances	<p>37 hours</p> <p>TBC by recruiting Manager</p> <p>Require Hours Allowance - This role requires regularly working unpredictable and unsocial hours and be on call to respond to incidents at any time. A 17% payment will be paid in addition to your basic pay to recognise this. Unsocial hours are those hours outside 0700 - 1900hrs Monday to Friday and include evening, nights, weekends and Bank / Public holidays.</p>
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