



HM Prison &
Probation Service

HQ Job Description (JD)

Band 8

Directorate: Directorate of Community Interventions

Job Description: Service Manager

Document Ref.	HQ-JES-1897 Service Manager v5.0
Document Type	Management
Version	5.0
Classification	Official
Date of Issue	30/08/2019
Status	Baselined
Produced by	Job Evaluation Assurance and Support Team
Authorised by	Reward Team
JD Evidence	

Job Description

Job Title	Service Manager
Directorate	Directorate of Community Interventions
Band	8

Overview of the job	<p>Accountable to a Senior Contract Manager (SCM) (and the Head of Contract Management Services Group as required) the Service Manager (SM) is accountable for supporting the operational management of nominated contracts within the centralised business owner (CBO) portfolio. This includes performance management and development, oversight of the interfaces between the suppliers and contract users e.g., prisons and stakeholder engagement. It is an offender facing role in terms of working service users to ascertain their views on the services received.</p> <p>The post holder will contribute to the management of one or more CRC contracts within a portfolio of 19 contracts with a value of around £16 million p/a and it involves complex stakeholder and delivery chain relationships. The post holder is responsible for managing the portfolio of a wide range of products and services, with varying levels of operational and reputational risks and managing these complex, innovative contracts.</p> <p>The geographical base for the SM post can be flexible within their contract management area, and will require some work in London and other locations,</p>
Summary	<p>The SM will be a key member of their designated contract management team and will work collaboratively with colleagues within the Directorate and in Commercial, Finance, Policy and other support functions to assist in the delivery of HMPPS and CMT objectives.</p> <p>The SM will work in collaboration with the SCM in relation to contract management, planning, development, review, exit and input into competition activities. The SM will co-ordinate performance management and monitor operational delivery, and has responsibility to provide assurance on the quality and standards of contract delivery. They will directly manage all aspects of contract delivery on a day to day basis and will have daily dialogue with providers and business partners.</p> <p>The SM will take responsibility for reviewing, analysing and monitoring performance data, quality assurance and data analysis of provider delivery as well as developing strategies for re competition of proposed new contracts.</p> <p>The SM will directly seek assurance from stakeholders and will monitor the interface points between the providers and business users of their designated contracts.</p>
Responsibilities, Activities and 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 contract management, planning, development, exit and input into competition activities, including accountability for performance management, monitoring improvement plans, delivery assurance and contract

	<p>compliance activity, providing on site presence within the business and supplier organisations as required.</p> <ul style="list-style-type: none"> • Accountable for monitoring designated contracts, with responsibility to critically evaluate and report any issues regarding service delivery outcomes and value for money to the SCM. • Responsible for identifying service quality, contract compliance and supplier performance issues and priorities in order to inform contract management and the wider CMIT. • Accountable for providing local insight into the operational interfaces between providers, particularly in relation to operational risk, making independent judgements about their findings and reporting any issues to the SCM. • Leading and managing the resolution of operational issues arising between providers and escalating unresolved issues and formal disputes to the SCM. • Managing elements of the contract management Governance processes in relation to designated contracts, including representation and leading supplier review meetings. • Accountable for working collaboratively with colleagues in the Operational Audit team, Commercial Contract Management and other HMPPS/MOJ support functions to inform the management of designated contracts. • Accountable for promoting and maintaining effective relationships with providers and stakeholders. • Responsible for holding providers to account for their stakeholder engagement commitments. • Critically evaluate business demand, needs and priorities in order to inform the development of contracts within the portfolio. <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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Behaviours	<ul style="list-style-type: none"> • Seeing the big picture • Working together • Changing and improving • Managing a quality service • Making effective decisions
Strengths	It is advised strengths are chosen locally, recommended 4-8.
Essential Experience	<p>Essential experience required is:-</p> <ul style="list-style-type: none"> • Significant knowledge and experience of probation service practice and service delivery • Contract management and/or commissioning and service development experience and skills at a management level. • Knowledge and understanding of the policy and operational practice in a community and/or custodial environment. • Project management experience and skills. • Practical knowledge and understanding of the challenges involved in assuring delivery of large complicated commercial contracts. • Ability to work effectively in a complex change management context.

	<ul style="list-style-type: none"> • Experience of working in a comparable operational environment (e.g. within the criminal justice system or involving delivery of offender/public services), preferably at management level. • In depth knowledge and understanding of strategy, policy and practice in relation to community based and “Through the Gate” .offender services and the skills to apply these to contract management teams. • Sound ability to influence and negotiate with stakeholders within a political and economic environment. • Experience of assessing and making independent judgements about the performance of complex services. • Practical ability to achieve demanding objectives. • Ability to develop, nurture and foster mature, productive relationships as a manager with internal and external stakeholders and providers in a complex and multi-layered delivery landscape. • Ability to function effectively with a high level of personal resilience.
Technical Requirements	No specific qualifications are essential but experience and qualifications relevant to senior management and contract management are desirable.
Ability	Psychometric tests will not be required to assess the ability of post holders.

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.
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Hours of Work (Unsocial Hours) Allowances	
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Success Profile

Behaviours	Strengths <small>It is advised strengths are chosen locally, recommended 4-8</small>	Ability	Experience	Technical
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Seeing the Big Picture		Psychometric tests will not be required to assess the ability of post holders.	<p>Essential experience required is:-</p> <ul style="list-style-type: none"> Significant knowledge and experience of probation service practice and service delivery Contract management and/or commissioning and service development experience and skills at a management level. Knowledge and understanding of the policy and operational practice in a community and/or custodial environment. Project management experience and skills. Practical knowledge and understanding of the challenges involved in assuring delivery of large complicated commercial contracts. Ability to work effectively in a complex change management context. Experience of working in a comparable operational 	No specific qualifications are essential but experience and qualifications relevant to senior management and contract management are desirable.
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Working Together				
Changing and Improving				

Managing a Quality Service				
Making Effective Decisions				