



HM Prison & Probation Service

HQ Job Description (JD)

Band 8

Directorate: Security, Order & Counter Terrorism

Job Description – Head of Centre, National Tactical Response Group

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Job Description

Job Title	Head of Centre, National Tactical Response Group (NTRG)
Directorate	Security, Order & Counter Terrorism
Band	8

Overview of the job	<ul style="list-style-type: none"> • An operational HQ role with line management responsibilities for all staff within one of the two National Training Centres, (Kidlington or Hatfield) National Tactical Response Group (NTRG). Approx. 26 staff based at each centre. • The job holder will be expected to engage and participate in NTRG Senior Management Team meetings. Along with other SMT members discuss, assess, design and implement strategies in line with HMPPS visions and values. • The job holder will be responsible for the strategic management and decision making of all staff within their National Centre, receiving strategic guidance and updates from both the Head of ORRU and the Head of NTRG and NDTSG. Ensuring SOCT and ORRU business plan objectives are met, that all national and local guidelines, policies and quality assurance standards are adhered to and maintained. • Orchestrate the tactical deployment of National Resources to support and assist establishments with reportable incidents. This is to include advice on resolution strategies and Use of Force options to Gold, Silver and Bronze Commanders during Operational Incidents. • Undertake the National Tactical Advisor role whilst on call - 24/7 rotational basis, when required respond to operational incidents providing advice, recommendations, support and direction on resolution strategies to Gold, Silver and Bronze commanders, Incident management and Team leads. In addition to external agencies such as police, fire, ambulance etc. when present. • The role has managerial responsibility for all Use of Force training delivery within their National Centre ensuring it meets the needs of HMPPS and wider stakeholders. • The jobholder will report directly to the Head of NTRG and NDTSG who reports to the Head of Operational Resilience and Response Unit (ORRU) who reports to the Head of Operational Security Group.
Summary	<ul style="list-style-type: none"> • Manage their NTRG National Centre providing strategic management and implementation, managerial direction, including staff performance, development, deployment and attendance, ensuring all resources are deployed efficiently and effectively and all Local and National Policies are adhered to. • Within their National Centre and area, manage and deliver all Use of Force curriculums with all associated quality assurance protocols and processes in place ensuring courses are Fit for Purpose and updated to reflect the latest research and development in conjunction with the Learning and Development Group and Health and Safety colleagues. • The role holder is required to liaise directly with Gold and Silver Commanders during major incidents. This specific role will require the job holder to undertake out of hours duties on a 24/7 on call rota to assist the overall national command structure to resolve serious incidents. • Providing in-depth advice, support and management on operational incidents which require the national resource to be deployed within HMPPS, the private estate and overseas territories, when deployed for that purpose. • Ensure any intervention, surrender or rescue plans are proportionate, necessary and reasonable. Any wrongdoing must be managed and reported in accordance with policy.

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"> • Provide strategic direction and diligent management of their NTRG National Centre, ensuring all training delivery meets the needs of the stakeholders and adheres to National and Local policy. Ensure all within the centre fully contribute to the SAR and Performance Management process. • Ensure effective and efficient use of NTRG resources within the National Centre as outlined in the SOCT Directorate and NTRG Business plans. Continually measuring output against set objectives. • Provide strategic tactical Use of Force advice to senior managers and to Gold and Silver Commanders during Operational Deployments. • Manage the Operational Tactical deployment of NTRG National resources on a 24/7 x 365 on call rotational basis. Provide support and guidance to Custodial Managers/Team Leads and the teams during Operational Deployments. • Assist with effective management of devolved budgets and resources. To provide budget forecasts – annual budgets for specialist areas. • Provide “expert witness” reports, guidance and advice to Senior HMPPS managers on all aspects of Use of Force. • Network with External agencies providing research, review and development of our products. Provide knowledge, guidance support and advice to external agencies when required for that purpose. • Chair weekly meetings and debriefs. Organise, mediate, conclude, report and ensure action when required. • Carry out and Manage Simple Inquiries/Investigations. Investigate, Interview, record, advise, report, and submit evidence. • Assess “Site Development”. Submit evidence, research, plans and recommended actions to the Head of NTRG and NDTSG for discussion and authority. <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 • Changing and Improving • Making Effective Decisions • Managing a Quality Service • Delivering at Pace
Strengths	<p>It is advised strengths are chosen locally, recommended 4-8.</p>
Experience	<ul style="list-style-type: none"> • Operational management experience at a senior level is essential • Team leadership and management experience • Customer focused approach to service delivery • Knowledge and understanding of learning and development, particularly training delivery and quality assurance • Extensive knowledge and understanding of Use of Force
Technical Requirements	<ul style="list-style-type: none"> • Operational Manager JSAC accreditation • Maintain Basic C&R and Fitness test
Ability	<ul style="list-style-type: none"> • Strong organisational skills, planning and attention to detail • Excellent communication skills and the ability to communicate at all levels of the organization including ministerial • To remain calm under pressure when carrying our multiple tasks

Minimum Eligibility	<p><i>Please do not alter this box</i></p> <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	<p>Required Hours Allowance</p> <p>This role requires working regular unsocial hours and 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 working evenings, nights, weekends and Bank/Public holidays.</p>
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Success Profile

Behaviours	Strengths It is advised strengths are chosen locally, recommended 4-8	Ability	Experience	Technical
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Seeing the Big Picture		Strong organisational skills, planning and attention to detail	Operational management experience at a senior level is essential	Operational Manager JSAC accreditation
Changing and Improving		Excellent communication skills and the ability to communicate at all levels of the organization including ministerial	Team leadership and management experience	Maintain Basic C&R and Fitness test
Making Effective Decisions		To remain calm under pressure when carrying our multiple tasks	Customer focused approach to service delivery	
Managing a Quality Service			Knowledge and understanding of learning and development, particularly training delivery and quality assurance	
Delivering at Pace			Extensive knowledge and understanding of Use of Force	