



HM Prison & Probation Service

Probation Service Job Description (JD)

PS Band 5

Directorate: Probation Service

Job Description: Unpaid Work Operations Manager

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PS Job Description

Job Title	Unpaid Work Operations Manager
Directorate	Probation Service
Band	5

Overview of the job	<p>To implement and manage the strategic direction for Unpaid Work (UPW), ensuring that contract requirements are delivered efficiently and in compliance with specified standards and quality to support the overall objective to reduce reoffending.</p> <p>This role will be regionally based reporting directly to the Head of Unpaid Work for their region. They will have direct line management responsibility for a mobile and dispersed team working across the region.</p> <p>Occasional out of hours working will be required on an on-call duty rota to ensure that lone working staff have access to management support.</p>
Summary	<p>To ensure the requirements of the court are delivered through the assessment and planning of a diverse range of purposeful work placements, which meet health and safety requirements and ensure maximised accessibility that meets the diverse needs of people on probation.</p> <p>To work in partnership with other agencies and local stakeholders to ensure the quality delivery and performance of unpaid work services meet contractual targets and the achievements of good outcomes for people on probation to enable them to make suitable reparation to their communities.</p> <p>Overall management of the UPW team to achieve a high standard of service delivery, working efficiently whilst creating a safe working environment for staff and people on probation.</p>
Responsibilities, Activities & Duties	<p>The UPW Operations Manager may be required to undertake any combination, or all, of the duties and responsibilities set out below.</p> <ul style="list-style-type: none"> • To provide effective management and leadership to the team and be accountable for the quality delivery of good practice and team performance. • To be accountable for the safe and effective delivery of the court order and all associated risks including reputational, organisational, public and staff safety. • To be accountable for the statutory link with risk management multi-agency forums. • Work collaboratively with internal and external stakeholders to maximise awareness of Unpaid Work, for example with court report writers, sentencers and partnership agencies. • Engage with a range of community partners including the office of the PCC, local authority forums and community safety partnerships to promote the service, negotiate partnership agreements and to generate opportunities for new placements benefiting the local communities. • To provide management oversight regarding the suitability of offenders for community payback including the placement of high risk offenders and those with specific risk or other needs. • To recruit and proactively manage staff development, performance, attendance management, employee relations and diversity matters in line with HR policies. • Oversee the development and assessment of suitable projects and provide a leading role and direction in work with partners and key stakeholders, and represent the Probation Service as appropriate to the role. • To be accountable for asset and fleet management and equipment, and ensuring the most efficient means of service delivery by aligning resources to demand in a cost effect way whilst achieving the organisation's strategic aims.

	<ul style="list-style-type: none"> To work with the regional Health and Safety Advisor and Health and Safety Committee and union colleagues to ensure that working practices meet statutory requirements and to investigate any Health and Safety or Information Assurance breaches and introduce necessary improvements. <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"> Working Together Developing Self and Others Delivering at Pace Managing a Quality Service Making Effective Decisions Communicating and Influencing Leadership
Strengths	It is advised strengths are chosen locally, recommended 4-8
Essential Experience	<ul style="list-style-type: none"> Experience of managing staff working with challenging people in a practical work environment. Understanding of the role of the Probation Service in the Criminal Justice System and in a multi-disciplinary setting. Knowledge and understanding of the issues faced by victims of crime. Experience of risk management and assessment - understanding of multiagency risk assessment and management procedures. Experience of working under pressure and fulfilling demanding deadlines. Experience of working flexibly as a member of a team to achieve performance targets. Demonstrable achievements in managing/supporting change and effecting improvements in quality and efficiency. Well-developed IT skills, including evidence of ability to interpret and apply performance reports. Experience of proactively championing diversity and inclusiveness both internally and externally. Management of Health and Safety policies and procedures and a working knowledge of Health and Safety legislation. Experience of effective administration and information systems.
Technical requirements	<ul style="list-style-type: none"> Level 3 Institution of Occupational Safety and Health or equivalent qualification (or ability to achieve this within 6 months of appointment). D1 Category Driving Licence.
Ability	<ul style="list-style-type: none"> An ability to fulfil all spoken aspects of the role with confidence through the medium of English or (where specified in Wales) Welsh.

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	<p><i>Leave Blank</i></p> <p>To be used by the JES Team only</p>
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Success Profile

Behaviours	Strengths It is advised strengths are chosen locally, recommended 4-8	Ability	Experience	Technical
Working Together		An ability to fulfil all spoken aspects of the role with confidence through the medium of English or (where specified in Wales) Welsh.	Experience of managing staff working with challenging people in a practical work environment	Level 3 Institution of Occupational Safety and Health or equivalent qualification (or ability to achieve this within 6 months of appointment).
Developing Self and Others			Understanding of the role of the Probation Service in the Criminal Justice System and in a multi-disciplinary setting.	D1 Category Driving Licence.
Delivering at Pace			Knowledge and understanding of the issues faced by victims of crime	
Managing a Quality Service			Experience of risk management and assessment- understanding of multiagency risk assessment and management procedures	
Making Effective Decisions			Experience of working under pressure and fulfilling demanding deadlines	
Communicating and Influencing			Experience of working flexibly as a member of a team to achieve performance targets	
Leadership			Demonstrable achievements in managing/supporting change and effecting improvements in quality and efficiency	
			Well-developed IT skills, including evidence of ability to interpret and apply performance reports	

			Experience of proactively championing diversity and inclusiveness both internally and externally	
			Management of health and safety policies and procedures and a Working knowledge of Health & Safety legislation	
			Experience of effective administration and information systems	