



HM Prison & Probation Service

NPS Job Description (JD)

NPS Band 5

Directorate: NPS Learning & Development

Job Description: Probation Learning Manager

Document Ref.	NPS-JES-0039 Probation Learning Manager v4.0
Document Type	Management
Version	4.0
Classification	Unclassified
Date of Issue	01/12/2020
Status	Baselined
Produced by	Head of Group
Authorised by	Reward Team
JD Evidence	

NPS Job Description

Job Title	Probation Learning Manager
Directorate	NPS Learning & Development
Band	5

Overview of the job	<p>The post holder will be responsible for the delivery of all Learning and Development (L&D) activities, including Probation Qualifications, along with aiding an NPS region in meeting business needs. Although based within the NPS the post holder is a member of the wider HMPPS L&D team and reports to a Regional Learning Lead.</p> <p>The post holder manages the day to day delivery of Probation qualifications at NPS Regional level and provides significant inputs in providing the associated L&D for the NPS. This includes being solution focused in developing initiatives to meet business need and engaging the division in the L&D activities available.</p> <p>The role is a L&D management function and the post holder will be required to apply their professional skills and specialist knowledge to contribute to the effective delivery of probation qualifications and associated L&D programmes.</p> <p>The post holder will be required to contribute their knowledge and skills in local and national projects to support continuous improvement of NPS/HMPPS L&D design and delivery.</p> <p>The post holder will have line management responsibilities for a geographically dispersed team of Practice Tutor Assessors (PTAs). The post holder will also be required to mentor and coach other staff in order to support the professional development across NPS, and on occasion, HMPPS.</p>
Summary	<p>Management and deployment of NPS L&D activities to meet the needs of the region. Ability to deploy resources efficiently and effectively to meet business aims/objectives and national targets in conjunction with the Regional Learning Lead.</p> <p>Contribute to the development of strategic national learning priorities in conjunction with HMPPS L&D, supporting or aligning the breakdown of these priorities into areas of focus for the region and delivering high quality probation qualifications and associated professional skills training across an NPS region.</p> <p>Manage a geographically spread team of PTAs to meet the needs of the region. The post holder will be expected to travel within the NPS regions and to national events on a regular basis. This will require occasional overnight stays.</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"> • Implement probation qualifications and other L&D activities, exercising autonomy over deployment of resources and decision making to meet priorities and Divisional need. • Work with Learning Services to develop national probation qualifications policy and the delivery model • Engage and influence internal and external stakeholders to effectively implement national and divisional L&D priorities and to address emerging issues. • Monitor learner progression issues and advise, guide and direct line managers and PTAs. • Provide line management and development of a team of PTAs and undertake all Human Resources (HR) related policies and practices including overseeing local recruitment, Attendance Management, Performance Management, Staff Appraisals. • Undertake investigations for disciplinary, grievance and other hearings.

	<ul style="list-style-type: none"> • Lead on HMPPS/NPS Communications on a range of L&D products including promotion of NPS qualifications and L&D. • Represent the NPS at national partnerships and development meetings • Work in partnership with the L&D Improvement team and the L&D Product Owners to support specific projects/portfolios within Learning Services and the Design Faculty • The post holder is responsible for maintaining an effective working relationship with middle managers, HEIs, CRCs, wider L&D colleagues and other stakeholders. • The role will include deputising at a national and regional level for the Regional Learning Lead <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>
Behaviours	<ul style="list-style-type: none"> • Leadership • Developing Self and Others • Changing and Improving • Delivering at Pace • Communicating and Influencing • Making Effective Decisions
Strengths	N.B. it is advised strengths are chosen locally, recommended 4-8.
Essential Experience	<ul style="list-style-type: none"> • Mentoring/Coaching skills • Substantial experience of management of staff, including supervision, appraisal and developing capability • Experience of monitoring performance in area of responsibility against pre-determined targets, setting local targets and effecting necessary improvements • Operational planning through effective deployment of available resources and staff to meet operational demands • Experience of working under pressure and to tight deadlines • Experience of Health and Safety and Equalities management • Experience of managing people through organisational change • Experience of successfully managing relationships including where there is conflict
Technical requirements	<ul style="list-style-type: none"> • Probation Qualification Framework Graduate Diploma/ Honours Degree in Community Justice Integrated with Level 5 Diploma in Probation Practice. <p>or</p> <ul style="list-style-type: none"> • A qualification which was recognised at the time of qualification by the State for Justice as per Section 10 of The Offender Management Act 2007: The following qualifications gained in England and Wales were previously recognised as providing such eligibility: <ul style="list-style-type: none"> ○ Diploma in Probation Studies, ○ Diploma in Social Work (with Probation Option) ○ CQSW (with Probation Option.) • Learning and Development qualification • Detailed understanding of probation qualifications including vocational qualifications and Higher Education contract delivery • Knowledge and understanding of the L&D process, including evaluation and quality assurance • Knowledge of the wider criminal justice system and how the agencies work together • Able to demonstrate well developed IT skills, including evidence of ability to interpret and apply performance reports • Evidence of ability to provide a practice perspective on policy development

Ability	<ul style="list-style-type: none"> • Excellent verbal and written communication skills • Ability to prepare high level written reports including data analysis and making strategic proposals.
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.
Hours of Work (Unsocial Hours) Allowances	

Success Profile

Behaviours	Strengths N.B. The below are for guidance only, it is advised strengths are chosen locally, recommended 4-8.	Ability	Experience	Technical
Leadership	Team Leader	Evidence of excellent verbal and written communication skills	Mentoring/Coaching skills	<p>A qualification in one of the following areas:</p> <ul style="list-style-type: none"> • Probation Qualification Framework Graduate Diploma/Honours Degree in Community Justice integrated with Level 5 Diploma in Probation Practice. • Or, a qualification which was recognised at the time of qualification by the Secretary of State for Justice as per Section 10 of the Offender Management Act 2007. The following qualifications gained in England and Wales were previously recognised as providing such eligibility: Diploma in Probation Studies Diploma in Social Work (with Probation Option) CQSW (with Probation Option) Learning and Development qualification
Developing Self and Others	Explainer	Preparing high level written reports including data analysis and making strategic proposals	Substantial experience of management of staff, including supervision, appraisal and developing capability	Knowledge and understanding of the learning and development process, including evaluation and quality assurance.
Changing and Improving	Improver		Experience of monitoring performance in area of responsibility against pre-determined targets, setting local targets and effecting necessary improvements	Well-developed IT skills, including evidence of ability to interpret and apply performance reports

			Experience of managing people through organisational change	
Delivering at Pace	Responsible		Operational planning through effective deployment of available resources and staff to meet operational demands	Knowledge of the wider criminal justice system
			Experience of working under pressure and to tight deadlines	
Communicating and Influencing	Influencer		Experience of successfully managing relationships including where there is conflict	Detailed understanding of probation qualifications including vocational qualifications and Higher Education contract delivery.
Making Effective Decisions	Decisive		Experience of Health and Safety and Equalities management	