



HM Prison & Probation Service

NPS Job Description (JD)

NPS Band 4

Directorate: National Probation Service / Performance and Quality Team

Job Description: Performance and Quality Officer

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NPS Job Description

Job Title	Performance and Quality Officer (PQO)
Directorate	National Probation Service
Band	4

Overview of the job	The job is a member of a team of 2 to 4 PQO's working with individual LDU clusters to ensure performance and delivery to agreed targets. Team responsibilities include identifying local performance and quality issues, and developing a programme of quality of operational practice in response to meet the needs of the division, and HMPPS priorities.
Summary	<p>The PQO role is to work alongside LDU clusters to support them in achieving agreed performance. This includes:</p> <ul style="list-style-type: none"> • Ensuring that LDU clusters deliver in accordance with agreed national service delivery indicators and specifications • Developing and delivering a quality improvement programme for the Division • Identifying local performance and quality issues and opportunities linking in to HMPPS priorities. • Running improvement initiatives to address opportunities for performance improvement <p>Working with other PQO's to share best practice and maximise improvements in quality and performance.</p>
Responsibilities, Activities & Duties	<p>The job holder will be required to carry out the following responsibilities, activities and duties:</p> <p>Support Service Delivery Quality Improvement and Practice Development</p> <ul style="list-style-type: none"> • Provide guidance for delivery of effective practices across the LDU clusters • Demonstrate support for organisational vision and strategies as regards quality improvement within the LDU clusters • Implement systems for reviewing and assessing effective practice within the LDU clusters • Implement practice development opportunities developed in collaboration with HMPPS/NPS training and OD • Contribute to a culture of innovation and continuous improvement <p>Performance management within the LDU Clusters</p> <ul style="list-style-type: none"> • Support performance management of LDU clusters within the division • Identify opportunities for performance improvement and analysing trends within LDU clusters • Support the implementation of performance plans within LDU clusters and monitor their effectiveness • Work with PQO colleagues to share good practice and promote performance initiatives <p>Quality Management</p> <ul style="list-style-type: none"> • Support continuous quality improvement • Implement best practice initiatives internally • Monitor compliance with quality systems <p>Develop Team and Partnership Working</p> <ul style="list-style-type: none"> • Be responsible for establishing effective working relationships with other teams and with colleagues • Write reports for management on contract performance and provide cost analysis where required • Provide information to colleagues where required • Support a performance and quality-focused organisation <p>Plan and organise</p>

	<ul style="list-style-type: none"> Support manager with the provision of information for SLA review meetings around performance, and make recommendations for improvement. Monitor action logs where appropriate Monitoring of CRC and other organisations delivery of interventions on behalf of NPS. Share knowledge and good practice to inform the continual improvement of service delivery <p>Use communication effectively</p> <ul style="list-style-type: none"> Providing information, feedback and advice Influencing and persuading Participate in meetings using appropriate skills, styles and approaches <p>Enhance your own performance</p> <ul style="list-style-type: none"> Manage own resources and professional development <p>Use information to support decision makers</p> <ul style="list-style-type: none"> Liaise with staff to receive, collate and analyse information, compiling reports as necessary Develop and utilise data to identify trends and recommend action to maintain and enhance performance Comply with systems for the exchange of sensitive information, data and intelligence <p>Manage Diversity and Quality</p> <ul style="list-style-type: none"> Support a culture and systems that promote equality and value diversity Implement the diversity policies of the service and consult the Equalities and Diversity Unit as appropriate <p>Manage Projects</p> <ul style="list-style-type: none"> Ensure an effective approach to project and process evaluation Manage a programme of complementary projects Enable others to carry out project management roles Maintain effective communication with project stakeholders <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 alternations 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"> Changing and Improving Working Together Managing a Quality Service Delivering at Pace
Strengths	It is advised strengths are chosen locally, recommended 4-8.
Essential Experience	Demonstrate experience of performance management, demonstrate experience of problem solving skills including analytical, evaluative & outcome focused techniques, operational experience of working in a Probation setting, and experience of quality systems and implementing quality improvement initiatives.
Technical requirements	<p>NVQ Level 4 or equivalent in a relevant subject (or appropriate practical experience).</p> <p>Microsoft: Word, Excel, Access, Outlook, and PowerPoint (or equivalent i.e. Lotus Notes).</p>
Ability	Demonstrate the ability to maintain information & administrative systems including databases.

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 It is advised strengths are chosen locally, recommended 4-8.	Ability	Experience	Technical
Changing and Improving		Demonstrate the ability to maintain information & administrative systems including databases.	Experience of performance management	NVQ Level 4 or equivalent in a relevant subject (or appropriate practical experience)
Working Together			Demonstrate experience of problem solving skills including analytical, evaluative & outcome focused techniques	IT Skills; Microsoft: Word, Excel, Access, Outlook, and PowerPoint (or equivalent i.e. Lotus Notes
Managing a Quality Service			Operational experience of working in a Probation setting,	
Delivering at Pace			Experience of quality systems and implementing quality improvement initiatives	