



HM Prison & Probation Service

HQ Job Description (JD)

Band 8

Directorate: Strategy, Planning and Performance

Job Description – Operational Assurance Manager

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Job Description

Job Title	Operational Assurance Manager
Directorate	Strategy, Planning and Performance
Band	8

Overview of the job	<p>Accountable to the Head of Operational Audit (HOA) and reporting to the Operational Audit Lead (OAL) for a designated Area, the OAM will be a key Manager within the National Operational Audit Team. They will be accountable for delivering effective operational audit and quality assurance services in order to inform and support operational and commercial contract management, commissioning and system development activity. The OAM will be accountable for delivering discrete elements of the Directorate's Annual Service Quality Assurance Plan (ASQAP) in their designated area.</p> <p>The OAM will contribute to the audit and assurance of the quality of delivery of contracted services amounting to a total estimated value of around £600 million per annum. The OAM is accountable for delivering effective and efficient audit and assurance activity in their designated Area. They will critically analyse and quality assure delivery of commissioned services, in order to inform the management of CRC contracts. These Contracts amount to a total value of between around £145 million and £163 million in each Area.</p> <p>The OAM will develop effective working relationships with local Contract Management teams and with Providers in relation to the audit and assurance of contract delivery in their area. They will represent the OA Team in their designated Area, liaising with a wide range of internal and external stakeholders including: CRC Managers, Governors, HMI Probation and HMI Prisons and will deputise for the OAL as required.</p>
Summary	<p>The OAM will undertake localised in depth operational audit work to support the Area Contract Management Team (CMT). They will use their analytical skills to make independent judgements about Contractor performance and the quality of services delivered. The information, analysis and advice provided by the OAM will support the CMTs in assuring the delivery of service outcomes and improved value for money, across the rehabilitation system covering the CRCs and the interfaces between contractor, the NPS, prisons, and other providers such as EM and BASS in their designated Area.</p> <p>The OAM will be accountable for delivering specific aspects of the ASQAP in their Area. They will provide an objective and independent view of the delivery of contracted service requirements, and related processes and activities.</p> <p>The OAM will deliver 'inspection' style assurance activities across a number of CPAs, critically assessing operational practice in order to identify good, innovative practice, and areas for improvement. CMTs may commission specific audit and assurance activity where they identify issues of concern that warrant further in depth investigation.</p> <p>The OAM will work collaboratively with other OAMs, with CMT colleagues and with colleagues from other HMPPS/Moj functions. The OAM will work across a number of CPAs and CMT Areas for efficiency and effectiveness and to inform comparisons across the country.</p> <p>The OAM will make recommendations based on their audit/assurance activity findings in order to inform operational and commercial contract management, service integration, service planning, development and commissioning, and system development activity.</p>

	<p>The geographical base for the OAM post can be flexible within their contract management Area, and will require some work in London and other locations.</p> <p>The post-holder may be required to carry out other tasks commensurate with the nature of the role and grade of the post.</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"> • Managing operational audit and assurance services for a designated Area team in order to provide assurance about the delivery of contracted services: • Reviewing, observing and monitoring provider delivery, and assessing and making independent judgements about Provider data. • Critically assessing operational audit data and intelligence to support the Area CMT in assuring service delivery against contractual requirements, to inform performance management, payments, monitoring of provider interface points and issue/dispute resolution as required • Leading focused in depth operational audit activity e.g. spot-checks and planned 'inspection' style audits • Accountable for delivering effective audit activity within their Area, contributing to the development and delivery of the Directorate's ASQAP • Accountable for working collaboratively with other Operational Assurance Managers and CMT colleagues (in particular the Senior Area Contract Manager) to provide an effective and consistent operational audit resource that will inform and support contract management and system development activities. • Accountable for ensuring that local operational audit practice is consistent with the strategic approach and is informed by Audit and Inspection findings and current research, evidence and good practice. • Working on their own initiative to identify key themes, examples of good practice and areas for improvement, and making recommendations to inform service integration, planning, development and commissioning, and system development activity. • Accountable for making informed judgements about offender management practice and service delivery based on audit and assurance findings. • Accountable for analysing information to support the resolution of operational issues and/or disputes between providers • Accountable for liaising and collaborating with management teams and HMPPS support functions to ensure that local operational audit activities are effective and efficient • Deputising for and representing the OAL as required. • Representing the OAT with a wide range of internal and external stakeholders at Management level. <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"> • Seeing the bigger picture • Communicating and influencing • Changing and Improving • Managing a Quality Service • Working Together
Strengths	It is advised strengths are chosen locally, recommended 4-8.

Experience	<p>Experience and skills relevant to management, operational audit of services, contract management and/or commissioning are required:</p> <p>The essential requirements for this post would include:</p> <ul style="list-style-type: none"> • Experience of working in the probation service or a comparable operational environment (e.g. within the criminal justice system or involving delivery of offender/public services), at management level • In depth operational knowledge of probation and/or prison service delivery • Knowledge of contract and performance management and/or service development and commissioning of community based offender services • Knowledge and understanding of policy and operational practice in relation to the delivery of offender services in the community and 'Through the Gate', and the relevant legislative frameworks • Knowledge of operational audit policy, practice and procedures, such as inspection and audit, preferably in a criminal justice setting • Experience and skills in relation to audit and/or assurance activity • Experience and skills in relation to analysing and implementing findings from inspections and audits • An understanding of the challenges involved in assuring the delivery of large complicated commercial contracts, and experience of assessing the performance of complex services
Technical Requirements	N/A
Ability	<ul style="list-style-type: none"> • Sound judgement, and good communication and analytical skills • Ability to influence and negotiate with stakeholders at a management level in a complex and multi layered delivery landscape • Project management experience and skills • Practical ability to achieve demanding objectives. • Vocational experience

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	37
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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		Sound judgement, and good communication and analytical skills.	Experience and skills relevant to management, operational audit of services, contract management and/or commissioning are required.	
Communicating and Influencing		Ability to influence and negotiate with stakeholders at a management level in a complex and multi layered delivery landscape.	Experience of working in the probation service or a comparable operational environment (e.g. within the criminal justice system or involving delivery of offender/public services), at management level.	
Changing and Improving		Project management experience and skills.	In depth operational knowledge of probation and/or prison service delivery.	
Managing a Quality Service		Practical ability to achieve demanding objectives.	Knowledge of contract and performance management and/or service development and commissioning of community based offender services.	
Working Together		Vocational experience.	Knowledge and understanding of policy and operational practice in relation to the delivery of offender services in the community and 'Through the Gate', and the relevant legislative frameworks.	
			Knowledge of operational audit policy, practice and procedures, such as inspection and audit, preferably in a criminal justice setting.	
			Experience and skills in relation to audit and/or assurance activity.	

			Experience and skills in relation to analysing and implementing findings from inspections and audits.	
			An understanding of the challenges involved in assuring the delivery of large complicated commercial contracts, and experience of assessing the performance of complex services.	