



HM Prison & Probation Service

HQ Job Description (JD)

Band 8

Directorate: Electronic Monitoring

Job Description – Service Manager

Document Ref.	HQ-JES-2340 Service Manager v3.0
Document Type	Management
Version	3.0
Classification	Official
Date of Issue	05/02/21
Status	Baselined
Produced by	Job Evaluation Assurance and Support Team
Authorised by	Reward Team
JD Evidence	

Job Description

Job Title	Service Manager
Directorate	Electronic Monitoring
Band	8

Overview of the job	<p>Accountable to a Senior Contract Manager (SCM) (and the Head of Contract Management as required) the Service Manager (SM) is accountable for the operational management of nominated contracts. This includes performance management and development, oversight of the interfaces between the suppliers and contract users e.g., courts, prisons, CRC's/NPS, Home Office and stakeholder engagement.</p> <p>The initial focus of the Service Manager will be on contracts relating to the delivery of the Electronic Monitoring Service, however the role will develop and the post holder will be required to work across the range of contracts commissioned by HMPPS.</p> <p>This post requires a high element of work outside of core hours due to the predominance of the service delivery being from 7pm to 7am, the Service Manager is required to be regularly (at least once per week) on site or in the field activity monitoring the service delivery. In addition there is an on call requirement to deal with operational issues and information requests as they arise the majority of which need attention in the evenings, at weekends and on bank holidays. The rota for on call is agreed between the team to ensure business needs are met as well as fairness.</p>
Summary	<p>The SM will be a key member of the contract management team and will work collaboratively with colleagues within the Directorate and in Commercial, Finance, Policy, Performance analysis, Legal and other support functions to assist in the delivery of HMPPS and CMT objectives.</p> <p>The SM will work in collaboration with the SCM in relation to contract management, planning, development, review and input into competition and commissioning activities. The SM will co-ordinate performance management and monitor operational delivery, and has responsibility to provide assurance on the quality and standards of contract delivery. They will directly manage all aspects of contract delivery and stakeholder engagement on a day to day basis and will have daily dialogue with providers and business partners</p> <p>The SM will take responsibility for reviewing, analysing and monitoring performance data, quality assurance and data analysis of provider delivery as well as developing strategies for re-competition of current contracts.</p> <p>The SM will directly seek assurance from stakeholders and will monitor the interface points between the providers and business users.</p> <p>The geographical base for the SM is Manchester, and will require regular work off-site nationally and out of core hours.</p>

Responsibilities, Activities and Duties	<p>The job holder will be required to carry out the following responsibilities, activities and duties ('The post-holder may be required to carry out other tasks commensurate with the nature of the role and grade of the post):</p> <ul style="list-style-type: none"> • Responsible for contract management, service planning, development and input into competition activities, including accountability for performance management, monitoring improvement plans, delivery assurance and contract compliance activity, providing on site presence within the service provider and supplier organisations as required. • Accountable for monitoring designated contracts, with responsibility to critically evaluate and report any issues regarding service delivery outcomes and value for money to the SCM • Responsible for identifying service quality, contract compliance and supplier performance issues and priorities in order to inform contract management and the wider function. • Accountable for providing local insight into the operational interfaces between providers, particularly in relation to operational risk and public protection, making independent judgements about their findings and reporting any issues to the SCM. Such insight will come from undertaking a range of compliance testing including the regular undertaking of shadowing visits outside of core hours to test the consistency of provider delivery. • Leading and managing the resolution of operational issues arising between providers and escalating unresolved issues and formal disputes to the SCM, this includes work outside of core hours to effectively test delivery and ensure a detailed understanding of issues and cause. • Managing elements of the contract management Governance processes in relation to designated contracts, including representation and leading supplier review meetings • Accountable for working collaboratively with colleagues in the Operational Audit team, Commercial Contract Management and other HMPPS/MOJ support functions to inform the management of designated contracts. • Accountable for promoting and maintaining effective relationships with Providers and stakeholders • Responsible for holding providers to account for their stakeholder engagement commitments. • Critically evaluate business demand, needs and priorities in order to inform the development of contracts within the portfolio <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 Big Picture • Communicating and Influencing • Changing and Improving • Leadership • Making Effective Decisions • Managing a Quality Service
-------------------	---

Strengths	It is advised strengths are chosen locally, recommended 4-8.
Experience	<ul style="list-style-type: none"> • Contract management and/or commissioning and service development experience and skills at a management level • Knowledge and understanding of the policy and operational practice in a criminal justice environment • Project management experience and skills • Practical knowledge and understanding of the challenges involved in assuring delivery of large complicated commercial contracts • Experience of working in a comparable operational environment (e.g. within the criminal justice system or involving delivery of offender/public services), preferably at management level • In depth knowledge and understanding of Strategy, Policy and practice in relation to offender management services and the skills to apply these to the contract management process • Experience of assessing and making independent judgements about the performance of complex services.
Technical Requirements	
Ability	<ul style="list-style-type: none"> • Ability to work effectively in a complex change management context. • Sound ability to influence and negotiate with stakeholders within a political and economic environment • Practical ability to achieve demanding objectives. • Ability to develop, nurture and foster mature, productive relationships as a manager with internal and external stakeholders and providers in a complex and multi-layered delivery landscape. • Ability to function effectively with a high level of personal resilience.

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.
----------------------------	---

Hours of Work (Unsocial Hours) Allowances	<p>37 hour week</p> <p>Required Hours Allowance – TBC by Recruiting Manager</p> <p>This role requires regularly working unpredictable and unsocial hours and be on call to attend their place of work at anytime. 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 evening, nights, weekends and Bank / Public holidays.</p>
--	--

Success Profile

Behaviours	Strengths It is advised strengths are chosen locally, recommended 4-8	Ability	Experience	Technical
-------------------	---	----------------	-------------------	------------------

Seeing the Big Picture		Ability to work effectively in a complex change management context	Contract management and/or commissioning and service development experience and skills at a management level	
Communicating and Influencing		Sound ability to influence and negotiate with stakeholders within a political and economic environment	Knowledge and understanding of the policy and operational practice in a criminal justice environment	
Changing and Improving		Practical ability to achieve demanding objectives.	Project management experience and skills	
Leadership		Ability to develop, nurture and foster mature, productive relationships as a manager with internal and external stakeholders and providers in a complex and multi-layered delivery landscape.	Practical knowledge and understanding of the challenges involved in assuring delivery of large complicated commercial contracts	
Making Effective Decisions		Ability to function effectively with a high level of personal resilience.	Experience of working in a comparable operational environment (e.g. within the criminal justice system or involving delivery of offender/public services), preferably at management level	

Managing a Quality Service			In depth knowledge and understanding of Strategy, Policy and practice in relation to offender management services and the skills to apply these to the contract management process	
			Experience of assessing and making independent judgements about the performance of complex services.	