



HM Prison & Probation Service

HQ Job Description (JD)

Band 8

Directorate: Strategy, Planning and Performance

Job Description –Standards Audit and Programme Manager

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Job Description

Job Title	Standards Audit and Programme Manager
Directorate	Strategy, Planning and Performance
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Overview of the job	<p>The Operational and System Assurance Group (OSAG) provide the necessary operational audit and quality assurance service to HMPPS and MOJ stakeholders as required. This service provides assurance on delivery of service outcomes and value for money across the offender system.</p> <p>Standards Audit & Programme Managers are responsible for contributing to an assurance function to support HMPPS programmes/projects. The Standards Audit & Programme managers will contribute to providing professional expertise in assuring projects or programmes with a number of different streams, levels of risk and complexity.</p> <p>The Standards Audit & Programme Managers will have knowledge and experience of Agency business. They will work in collaboration with OSAG Senior leaders and other colleagues, and will be responsible for supporting the operational and system assurance of Contracted and Public Sector offender services in custody and the community, amounting to a total estimated value of around £1 billion per annum.</p> <p>The Standards Audit & Programme Managers will report to the Standards Audit Senior Manager and will have line management responsibility for a mix of Band 6 Senior Auditors and Band 5 Auditors, around 12 in total.</p> <p>This is a nationally based role and a large amount of travelling will be required.</p>
Summary	<p>The job holder will manage a programme of audits, assigned by the Standards Audit Senior Manager, to the required standards, providing support and advice to the Standards Audit Senior Manager.</p> <p>They will be responsible for producing reports on the audits they manage to a standard that requires only one review before publication.</p> <p>Audit & Programme Managers are responsible for managing relationships with HQ Policy leads and Governors. They will also have contact with Directors and Group Directors.</p> <p>They are responsible for continually working to promote understanding of risk management and audit within HMPPS, building and sustaining the necessary working relationships and networks, seeking to realise the long term vision of the Group.</p> <p>Responsible for ensuring that their staff are kept up to date with developments in the group, feeding any concerns they may have up to their senior manager and for ensuring that staff are encouraged to input to Group policies and procedures. They should encourage their staff to report any risks they identify.</p>

Responsibilities, Activities and Duties	<p>The job holder will be required to carry out the following responsibilities, activities and duties:</p> <p>To maintain the Standards Audit Programme:</p> <ul style="list-style-type: none"> • Produce a Quarterly Programme for publication 4 weeks in advance. • Ensure Audits are delivered in line with the plan. • Prioritise work; reacting to in year changes in resources and business need. • Assign Senior Auditors and Auditors to audit assignments. • Assign resources to provide best value where possible (travel & hotel). <p>To provide support and advice to the Standards Audit Senior Manager.</p> <p>Monitor progress against the plan and ensure that the management information is available to the senior management team to complete the balanced scorecard and to produce quarterly and thematic reports within agreed timescales for the Standards Audit Senior Manager.</p> <p>Quality check data and validating information as necessary.</p> <p>To contribute to and have a good understanding of the HMPPS Assurance Strategy to provide ongoing assurance to the organisation that its risk management and control strategy is working.</p> <p>To actively support the SMT with the implementation of any changes to structure and working practices.</p> <p>To contribute to the development of periodic work plans for the Agency which reflect OSAG's assurance strategy with regard to the provision of assurance to the HMPPS Agency Board.</p> <p>To manage the delivery of an assigned programme of audits of prisons to the required standards within budgeted days and on time.</p> <p>To conduct reviews of specifications and standards being developed to ensure that they are designed in such a way that operational risks are effectively managed.</p> <p>To represent HMPPS OSAG at meetings and provide written feedback to either the Standards Audit Senior Manager or the Head of Custodial Assurance and Delivery where appropriate.</p> <p>To contribute and support the Standards Audit Senior Manager in improving audit processes by:</p> <ul style="list-style-type: none"> • Proposing enhancements to the design, development and documentation of the work processes. • Managing exercises designed to moderate the work processes and outputs of OSAG. • Managing and contributing to quality assessments and, where possible, taking part in external quality assessment. • Contribute to the development of a risk based audit approach. • Spot signs of things going wrong and provide a decisive response to significant delivery challenges. • Weigh up priority and benefits of different actions and activities to consider how to achieve effective outcomes. • Monitor and manage the use of resources in line with organisational procedures and plans and hold the team to account. • Work confidently with performance management data to prepare forecasts and manage and monitor programme against agreed plans. • Identify a range of relevant and credible information sources and recognise the need to collect new data when necessary from internal and external sources.
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	<p>To work collaboratively with other Audit & Programme Managers to provide an effective and consistent operational audit resource that will inform and support prison management and system development activities.</p> <p>Accountable for making informed judgements about security and safer custody practice and service delivery based on audit and assurance findings.</p> <p>Liaise and collaborate with management teams and HMPPS support functions to ensure that local operational audit activities are effective and efficient.</p> <p>Standards Audit Manager & Programme Managers are responsible for improving the performance of their staff by:</p> <ul style="list-style-type: none"> • Providing constructive feedback to team members on their work; their professional and personal development needs. <p>Programme Managers should take responsibility for their own development by:</p> <ul style="list-style-type: none"> • Adopting a programs of ongoing self-development. • Actively seeking opportunities for keeping up to date. • Contributing to/participating in relevant training/educational and development programs. <p>Recommendations made as a result of audits will often impact on corporate systems and may involve the re-design or enhancement of elements of those systems. Weaknesses identified could amount to significant sums of money – or significant exposure in terms of operational risk.</p> <p>Standards Audit & Programme Managers will agree and issue draft reports, subject to the required reviews, which meet Group standards and to lead in feedback meetings, negotiating contentious findings to an agreed conclusion. Audit managers should also produce final reports for sign off by the Standards Audit Senior Manager and it should not be necessary for any significant amendments to the report or to the agreed ratings to be necessary at that stage.</p> <p>Standards Audit & Programme Managers will contribute effectively at meetings – both internal and external. They should be able to comment on operational risk and control issues without seeking advice from a senior manager unless the issue is a complex one.</p> <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"> • Changing and Improving • Making Effective Decisions • Communicating and Influencing • Working Together • Managing a Quality Service
Strengths	It is advised strengths are chosen locally, recommended 4-8.
Experience	Standards Audit & Programme Managers should be able to demonstrate recent operational experience and engagement with managers at a senior level in public sector delivery. They must be able to demonstrate a good understanding of HMPPS Standards, Specifications and self-audit.

	<p>The essential requirements for this post would include:</p> <ul style="list-style-type: none"> • Experience of working in prisons 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 prison service delivery. • Knowledge of contract and performance management and/or service development and commissioning of custodial services. • 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. • Practical ability to achieve demanding objectives. • Vocational experience. • Proven experience of working with the standard suite of Microsoft Office programs and the ability to use automated audit software.
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. • Excellent communication skills – both written and oral.

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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Changing and Improving		Sound judgement, and good communication and analytical skills.	Recent operational experience and engagement with managers at a senior level in public sector delivery. They must be able to demonstrate a good understanding of HMPPS Standards, Specifications and self-audit.	N/A
Making Effective Decisions		Ability to influence and negotiate with stakeholders at a management level in a complex and multi layered delivery landscape.	Experience of working in prisons or a comparable operational environment (e.g. within the criminal justice system or involving delivery of offender/public services), at management level.	
Communicating and Influencing		Project management experience and skills.	In depth operational knowledge of prison service delivery.	
Managing a Quality Service		Excellent communication skills– both written and oral.	Knowledge of contract and performance management and/or service development and commissioning of custodial services.	
Working Together			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.	
			Practical ability to achieve demanding objectives.	
			Vocational experience.	
			Proven experience of working with the standard suite of Microsoft Office programs and the ability to use automated audit software.	