



HM Prison & Probation Service

HQ Job Description (JD)

Band 5

Group Family: Generic - Hub

Job Description: Hub Manager

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HQ Job Description

Job Title	Hub Manager
Directorate	Generic - Hub
Band	5

Overview of the job	The post holder will manage the administrative processes within the Hub, overseeing the management of business processes ensuring data integrity, adhering to financial principles, policy and procedures. They will provide accurate and reliable business management information to support performance measures within the Directorate.
Summary	<p>The purpose of this role is to lead and manage the Hub service provision to the Directorate in order to support them and their staff to deliver an efficient and effective service.</p> <p>In addition to providing generalist support to the Directorate, the post holder is responsible for managing the provision of specific administration hub services, ensuring allocation of work appropriately and taking into consideration current workload, skills and knowledge of individual team members.</p> <p>The post holder also undertakes a variety of specific activities and duties, for which they are held personally accountable, commensurate with their grade.</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"> • Manage the activity associated with the Directorate Admin Hub and the administrative staff within this area. Ensure the hub meets its requirements to provide a fully centralised administrative service to all of the groups within the Directorate. • Manage the day to day activity and responsibilities of the Hub, ensuring that deadlines are met and work is completed accurately and assigned fairly, to include the management of the Directorate's functional mailbox. The role includes ensuring that paperwork is complete, checked and ready for dissemination. • Leadership, line management and development of team of staff and ensure all performance, sickness, training and other duties are transacted accordingly. • Act as main contact point for all communications to the team. Prioritise and distribute communications to the appropriate person or relevant department. • Oversee the receipting and logging of requests for Ministerial Briefings, responses to Parliamentary Questions (PQs) and Freedom of Information (FOI) Act requests, Treat Officials and Health Ombudsman cases, ensuring they have been returned on time. • Complete monitoring returns for area of work. • Prepare paperwork for checking by manager, conducting initial checks as required. • Assist and develop local policy, procedures and practice and ensure appropriate consistency of application. • Attend relevant meetings as and when required and provide feedback on good practice examples, to promote awareness for better and more efficient ways of working. • Analyse and act on data collected by the Hub and produce any relevant reports to show findings. • Ensure that data entered into local and national systems is accurate and in accordance with agreed timescales and the Data Protection Act.

	<ul style="list-style-type: none"> • Manage the process for I-Procurement and CRS requisitioner. Act as main Directorate Administrator for Government Procurement Card (GPC). • Monitor the Absence Contact Point reporting for the directorate and ensure procedures are adhered to and all absences are recorded accurately and in a timely manner. <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"> • Changing and Improving • Making Effective Decisions • Communicating and Influencing • Working Together • Managing a Quality Service • Leadership • Developing Self and Others
Strengths	It is advised strengths are chosen locally, recommended 4-8.
Essential Experience	<p>N.B. Converting job descriptions to the new Success Profile format means areas captured in experience could also be assessed as a strength. Vacancy managers should use their own judgement to decide where best to assess these.</p> <p>Strong attention to detail and accuracy of work. Well organised, with an ability to carry out numerous tasks to tight deadlines</p>
Technical requirements	Expert user of Microsoft Office suite, particularly Excel, PowerPoint and Word
Ability	

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	Ability	Experience	Technical
			N.B. Converting job descriptions to the new Success Profile format means areas captured in experience could also be assessed as a strength. Vacancy managers should use their own judgement to decide where best to assess these	
Changing and Improving	It is advised strengths are chosen locally, recommended 4-8		Strong attention to detail and accuracy of work.	Expert user of Microsoft Office suite, particularly Excel, PowerPoint and Word
Making Effective Decisions			Well organised, with an ability to carry out numerous tasks to tight deadlines	
Communicating and Influencing				
Working Together				
Managing a Quality Service				
Leadership				
Developing Self and Others				