



# HM Prison & Probation Service

## NPS Job Description (JD)

### NPS Band C

#### Directorate: National Probation Service

#### Job Description: Head of Operational Function

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Change History

Date	Version	Nature of Change	Edited by	Sections Affected
		Success Profiles		All

## NPS Job Description

<b>Job Title</b>	Head of Operational Function
<b>Directorate</b>	National Probation Service
<b>Band</b>	C

<b>Overview of the job</b>	Heads of Operational Functions are deployed to a variety of roles so as to provide leadership of staff and operations.
<b>Summary</b>	<p>To provide management and leadership within the National Probation Service(NPS) with responsibility for resources and the operational and strategic direction and management of the Service within a Local Delivery Unit (LDU) or any other operational unit and/or functional area of activity.</p> <p>To represent the Deputy Director with external agencies/Stakeholders and staff as appropriate.</p> <p>In line with NPS policies and procedures, the job holder must at all times demonstrate a commitment to equality and inclusion and an understanding of their relevance to the work they do.</p> <p>The post holder must adhere to all policies in respect of the sensitive/confidential nature of the information handled whilst working in this position.</p> <p>May be required to participate in out of hours senior management on call rota.</p>
<b>Responsibilities, Activities &amp; Duties</b>	<p>Heads of Operational Function may be required to undertake any combination, or all, of the duties and responsibilities set out below.</p> <ul style="list-style-type: none"> <li>• Lead, innovate and develop local strategies in line with the national strategic framework</li> <li>• Effectively lead cluster operational delivery and contribute corporately to national operational delivery and priorities</li> <li>• Lead the NPS in local strategic partnerships and ensure appropriate representation within wider partnership frameworks</li> <li>• Represent the NPS at national partnerships and development meetings in line with delegated functional lead and decision making responsibilities.</li> <li>• Manage devolved budgets in accordance with the financial procedures outlined in the budget delegation</li> <li>• Manage competing demands within (geographical) area of responsibility</li> <li>• Responsible for the various functions across the division; including line management of middle managers.</li> <li>• Manage resources effectively.</li> <li>• Oversee the Multi Agency Public Protection Arrangements (MAPPA) locally in conjunction with other responsible authorities including the chairing of MAPPA level 3 meetings</li> <li>• To make decisions and provide advice on the management of offenders where senior management authorisation or involvement is necessary e.g. authorising the recall of offenders to prison</li> <li>• Oversight of the management of complaints within the Operational Function and direct involvement in complaint resolution where necessary</li> <li>• Undertake all Human Resources (HR) related policies and practices including overseeing local recruitment, Attendance Management, Disciplinary Investigations, Performance Management and Staff Appraisals, chair grievance and other hearings.</li> <li>• Work effectively with your respective Divisional Senior Leadership Team and take lead responsibility nationally for specific projects/portfolios</li> <li>• Deputise for the Deputy Director as required in the LDU / operational unit functional area of activity</li> <li>• Work with MOJ/NOMS Communications on a range of products</li> <li>• Implement NOMS equality strategy</li> <li>• Responsible for ensuring the defined work areas and associated activities</li> </ul>

	<p>comply with Health and Safety legislation. Ensure all risk assessments are undertaken and staff are made aware of their personal responsibility towards Health and Safety compliance</p> <ul style="list-style-type: none"> <li>• Carry out agency responsibilities for victims.</li> <li>• Carry out safeguarding children duties in accordance with the NPS statutory responsibilities and agency policies</li> <li>• Discharge estates responsibilities for Head of Operational Function</li> <li>• Demonstrate pro-social modelling skills by consistently reinforcing pro-social behaviour and attitudes and challenging anti-social behaviour and attitudes.</li> <li>• Work within the aims and values of NPS and NOMS</li> </ul> <p>The duties/responsibilities listed above describe the post at present and are not exhaustive. The job holder is expected to accept reasonable alteration sand additional tasks of a similar level that may be necessary. Significant adjustments may require re-examination under job evaluation and shall be discussed in the first instance with the job holder.</p>
<b>Behaviours</b>	<ul style="list-style-type: none"> <li>• Leadership</li> <li>• Communicating and Influencing</li> <li>• Making Effective Decisions</li> <li>• Managing a Quality Service</li> <li>• Delivering at Pace</li> <li>• Changing and Improving</li> <li>• Working Together</li> </ul>
<b>Strengths</b>	It is advised strengths are chosen locally, recommended 4-8
<b>Essential Experience</b>	<ul style="list-style-type: none"> <li>• Significant experience at middle manager level, holding relevant responsibilities in at least two different settings.</li> <li>• Substantial experience of line management of staff, including supervision, appraisal and motivating.</li> <li>• Lead monitoring performance in area of responsibility against pre-determined targets and if necessary effect significant improvements.</li> <li>• Responsibility for budgetary control to support local operational requirements.</li> <li>• Strategic operational planning through effective deployment of available resources and staff to meet operational demands.</li> <li>• Manage people and projects (applying project management techniques) to implement significant change/practice improvements.</li> <li>• Working with key local agencies and stakeholders to develop strong partner relationships.</li> <li>• Preparing high level written reports</li> <li>• Experience of delivering presentations to multi-agency audiences and large groups</li> <li>• Experience of working under pressure and to tight deadlines.</li> <li>• Experience of managing people through organisational change</li> <li>• Experience of successfully managing relationships including where there is conflict.</li> <li>• Experience of contributing to the development of strategic business plans to achieve improved service delivery</li> <li>• Experience of making complex risk management and public protection decisions</li> </ul> <p>An ability to fulfil all spoken aspects of the role with confidence through the medium of English or (where specified in Wales) Welsh</p>

<b>Technical requirements</b>	<ul style="list-style-type: none"> <li>• Essential where the post holder has line management of operational units responsible for the supervision and/or risk management of offenders:</li> <li>• Probation Qualification Framework Graduate Diploma/ Honours Degree in Community Justice integrated with Level 5 Diploma in Probation Practice Or, a qualification which was recognised at the time of qualification by the Secretary of State for Justice as per Section 10 of the Offender Management Act 2007.</li> <li>• The following qualifications gained in England and Wales were previously recognised as providing such eligibility: <ul style="list-style-type: none"> <li>• Diploma in Probation Studies,</li> <li>• Diploma in Social Work (with Probation Option)</li> <li>• CQSW (with Probation Option.)</li> <li>• Knowledge of Health and Safety and Equalities legislation.</li> <li>• Knowledge of the wider Criminal Justice System.</li> <li>• Current knowledge of effective practice in managing risk and reducing reoffending</li> </ul> </li> </ul>
<b>Ability</b>	

<b>Minimum Eligibility</b>	<p><i>Please do not alter this box</i></p> <ul style="list-style-type: none"> <li>• All candidates are subject to security and identity checks prior to taking up post.</li> <li>• 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.</li> <li>• All staff are required to declare whether they are a member of a group or organisation which HMPPS consider to be racist.</li> </ul>
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<b>Hours of Work (Unsocial Hours) Allowances</b>	
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### Success Profile

Behaviours	Strengths	Ability	Experience	Technical
Leadership	It is advised strengths are chosen locally, recommended 4-8		Significant experience at middle manager level, holding relevant responsibilities in at least two different settings.	Probation Qualification Framework Graduate Diploma/ Honours Degree in Community Justice integrated with Level 5 Diploma in Probation Practice.
Communicating and Influencing			Substantial experience of line management of staff, including supervision, appraisal and motivating	Or a qualification which was recognised at the time of qualification by the Secretary of State for Justice as per Section 10 of the Offender Management Act 2007. The following qualifications gained in England and Wales were previously recognised as providing such eligibility: <ul style="list-style-type: none"> <li>• Diploma in Probation Studies,</li> <li>• Diploma in Social Work (with Probation Option)</li> <li>• CQSW (with Probation Option)</li> <li>• Diploma in Probation Studies,</li> <li>• Diploma in Social Work (with Probation Option)</li> <li>• CQSW (with Probation Option)</li> </ul>
Making Effective Decisions			Lead monitoring performance in area of responsibility against pre-determined targets and if necessary effect significant improvements	Knowledge of the wider Criminal Justice System.
Managing a Quality Service			Responsibility for budgetary control to support local operational requirements	Knowledge of Health and Safety and Equalities legislation
Delivering at Pace			Strategic operational planning through effective deployment of	Current knowledge of effective practice in managing risk and reducing

			available resources and staff to meet operational demands	reoffending
Changing and Improving			Manage people and projects (applying project management techniques) to implement significant change/practice improvements	
Working Together			Working with key local agencies and stakeholders to develop strong partner relationships	
			Preparing high level written reports	
			Experience of delivering presentations to multi-agency audiences and large groups	
			Experience of working under pressure and to tight deadlines	
			Experience of successfully managing relationships including where there is conflict	
			Experience of contributing to the development of strategic business plans to achieve improved service delivery	
			Experience of making complex risk management and public protection decisions	