



# HM Prison & Probation Service

## NPS Job Description (JD)

### NPS Band 4

#### Directorate: National Probation Service

#### Job Description: Business Manager

<b>Document Ref.</b>	NPS-JES-0043_Pay Band 4 Business Manager_v3.0
<b>Document Type</b>	Management
<b>Version</b>	3.0
<b>Classification</b>	Unclassified
<b>Date of Issue</b>	18/6/19
<b>Status</b>	Baselined
<b>Produced by</b>	Head of Group
<b>Authorised by</b>	Reward Team
<b>JD Evidence</b>	

# NPS Job Description

<b>Job Title</b>	Business Manager
<b>Directorate</b>	National Probation Service
<b>Band</b>	4

<b>Overview of the job</b>	<p>The Business Manager post within the Function or Cluster provides support to the Head of Operational Function, including making recommendations to them about operational and administrative requirements.</p> <p>The jobholder acts as an interface between the Head of Operational Function and Divisional Hub, cluster staff and other agencies on a wide range of issues.</p> <p>This is a non-operational post although an understanding of the wide range of Probation procedures, and policies across the organisation both operationally and at HQ are required.</p> <p>The jobholder will report directly to the Head of Operational Function and have line management responsibilities for the Diary Manager and Senior Administrative Officers</p>
<b>Summary</b>	<p>The purpose of the role is to provide support to the Head of Operational Function. The jobholder will ensure that performance across the Function or Cluster is monitored, that issues are highlighted and opportunities to improve efficiency and effectiveness are proactively pursued.</p> <p>The job holder will ensure the Head of Operational Function and others as appropriate, are informed of priority matters and are given options and/or recommendations to help them to operate effectively.</p> <p>The job holder will ensure that good working relationships with Head of Operational Function and are maintained by communicating priorities effectively.</p> <p>The jobholder acts as a single point of contact for the Operational Function on a number of key areas including Litigation, Complaints, Information Assurance, Communication, Business Continuity, providing appropriate signposting as necessary.</p> <p>The jobholder will ensure effective management of the estate portfolio within their remit, acting as Single Point of Contact / Estates Liaison Officer and has overall management of Health and Safety within Division/Function/Cluster including compliance with Health, Safety and Fire Regulations (H&amp;S)</p> <p>The post holder will ensure all risk assessments are undertaken and staff are made aware of their personal responsibility toward H&amp;S compliance</p> <p>The jobholder will also manage relationships and liaise with a range of internal and external stakeholders and support the partnership working in the Function or Cluster.</p>
<b>Responsibilities, Activities &amp; Duties</b>	<p>The job holder will be required to carry out the following responsibilities, activities and duties:</p> <p><b>Assist with Deputy Director/ Head of Operational Function's workload</b></p> <ul style="list-style-type: none"> <li>Have oversight of the Head of Operational Function workload, ensuring that work is prioritised appropriately and that deadlines are met</li> <li>Ensure that all papers/correspondence submitted to the Head of Operational Function are reviewed, and actioned and that correspondence is responded to on the Head of Operational Function's behalf.</li> <li>Monitor the Functional or Cluster Delivery Plan and risk register, ensuring the Head of Operational Function is kept informed of progress,</li> </ul>

- Effective management of health and safety within operational portfolio
- Manage the clusters approach to Business Continuity, Information Security and Data Protection
- Work with colleagues to develop plans and strategies to deal with risks.
- Ensure operational and management information systems are in place to monitor and report on performance by division, locality, function and cluster identifying operational, resource or organisational issues that may impact on performance
- Analyse business information, determining relevance and benefits and compiling information reports for the Head of Operational Function and senior managers
- Update the Head of Operational Function on policies and procedures, the implications for colleagues and provision of recommendations for action.
- Identify national and divisional priorities and support the Head of Operational Function to respond to emergent issues
- Promote a culture of innovation and continuous improvement, undertaking reviews and making recommendations as necessary
- Attend meetings on behalf of the Head of Operational Function when necessary, maintaining a professional image at all times.
- Ensure systems are in place for the management of investigations commissioned by the Head of Operational Function.
- Ensure mechanisms are in place to monitor the Functional or Cluster establishment and complete the National Workforce Planning Tool.

#### **Manage relationships and stakeholders**

- Lead, facilitate and participate in working parties and undertake special projects as required
- Work with other Business Managers across the Division to share best practice and maximise business improvements
- Collaborate with NPS and HMPPS colleagues to maintain effective controls in Service Level Agreements and other contracts.
- Establish effective working relationships with internal and external colleagues

#### **Determine the effective use of resources**

Work with Finance BP, HRBP, System Change Manager on budget matters, workforce planning and other operational issues, examples:

- Agree budgets and unit costs for programmes of work
- Make proposals for expenditure on programmes of work
- Manage budgets and provide unit costings for activities
- Advise on financial and resourcing issues to inform objectives and forward planning.
- Have responsibility for banking within the operational function, including imprest

#### **Effectively Manage and Develop staff**

- Manage and develop staff by providing effective supervision/coaching/appraisal
- Demonstrate leadership skills in dealing with staff
- Address poor performance
- Ensure sickness absence initiatives are applied to achieve performance objectives and enhance productivity
- Address conduct issues and resolve conflict. Resolve capability/grievance/harassment/complaints in accordance with organisational policies
- Implement human resource policies.

#### **Use communication effectively**

- Providing information, feedback and advice
- Chair and participate in meetings using appropriate skills, styles and approaches
- In Wales, to ensure the provisions of the Welsh Language Scheme are fully implemented in all aspects of cluster work.

#### **Enhance your own performance**

	<ul style="list-style-type: none"> <li>• Manage own resources and professional development</li> </ul> <p><b>Use information to take critical decisions</b></p> <ul style="list-style-type: none"> <li>• Liaise with staff to receive, collate and analyse information, developing systems and compiling reports as necessary using data to identify trends and take appropriate action to maintain and enhance performance</li> <li>• Plan, implement and manage systems for the exchange of sensitive information, data and intelligence</li> </ul> <p><b>Manage Diversity and Quality</b></p> <ul style="list-style-type: none"> <li>• Develop a culture and systems that promote equality and value diversity Implement the diversity policies of the service and collaborate effectively with the Equalities and Diversity Unit</li> </ul> <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 alternations 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>
<b>Behaviours</b>	<ul style="list-style-type: none"> <li>• Leadership</li> <li>• Working Together</li> <li>• Making Effective Decisions</li> <li>• Developing Self and Others</li> <li>• Delivering at Pace</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>• Demonstrate experience of managing workload of senior level executives, and managing the relationships with a range of stakeholders</li> <li>• Demonstrate experience in using a range of software packages to present, analyse &amp; undertake reports, demonstrate experience reviewing and ensuring quality of reports</li> <li>• Operational experience of probation</li> </ul>
<b>Technical requirements</b>	<ul style="list-style-type: none"> <li>• NVQ Level 4 or equivalent in a relevant subject (or appropriate practical experience)</li> <li>• IT Skills; Microsoft: Word, Excel, Outlook, and PowerPoint (or equivalent i.e. Lotus Notes)</li> </ul>
<b>Ability</b>	

<b>Minimum Eligibility</b>	<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>
----------------------------	--

<b>Hours of Work (Unsocial Hours) Allowances</b>	
--	--

## Success Profile

Behaviours	Strengths It is advised strengths are chosen locally, recommended 4-8.	Ability	Experience	Technical
Leadership			Demonstrate experience of managing workload of senior level executives, and managing the relationships with a range of stakeholders.	NVQ Level 4 or equivalent in a relevant subject (or appropriate practical experience)
Working Together			Demonstrate experience in using a range of software packages to present, analyse & undertake reports, demonstrate experience reviewing and ensuring quality of reports	IT Skills; Microsoft: Word, Excel, Outlook, and PowerPoint (or equivalent i.e. Lotus Notes)
Making Effective Decisions			Operational experience of probation	
Developing Self and Others				
Delivering at Pace				