



HM Prison & Probation Service

HQ Job Description (JD)

Band 7

Group Family: Generic - Business Manager

Job Description: Business Manager

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HQ Job Description

Job Title	Business Manager
Directorate	Generic – Business Manager
Band	7

Overview of the job	<p>The role supports the Director / Deputy Director to provide leadership and management to a NOMS directorate dealing with a diverse range of issues, which includes management of the Director’s / Deputy Directors workload, liaison with the offices of the Chief Executive, other Directors, Ministers and might also include management of the Directorate’s Corporate Hub.</p> <p>The environment is demanding and the jobholder will need strong influencing and relationship management skills and develop a good level of knowledge of issues across the range of the Directorate’s / Groups business. The jobholder will be able to speak authoritatively about the work being undertaken and make decisions that reflect the needs and priorities across the directorate. The jobholder will be a first port of call for information from staff both within NOMS and from outside and will undertake projects and pieces of work on behalf of the Director / Deputy Director when required.</p> <p>The Business Manager is responsible for supporting the Director / Deputy Director in the day to day duties, ensuring that they are fully briefed on all pertinent issues in readiness to represent the organisation and the directorate at both internal and external meetings.</p>
Summary	<p>The role is busy and demanding and the post-holder will need strong influencing and relationship management skills and the ability to develop a good level of knowledge of issues across the range of the Directorate’s business. The post holder will be able to speak authoritatively about the work being undertaken and make decisions that reflect the needs and priorities across the directorate. The post-holder will be a first port of call for information from staff both within NOMS/NPS and from outside.</p> <p>The post-holder directly manages the Director / Deputy Director’s office functions and interfaces with MoJ Private offices as well as the Private Offices of other Government Departments including MOJ Directors offices and other stakeholders.</p> <p>The post-holder will be responsible for maintaining a comprehensive understanding of Agency business with a particular focus on corporate issues, presentational challenges and propriety and governance arrangements.</p> <p>The post-holder will be responsible for the establishment and maintenance of a good working relationship with the offices of the Chief Executive and other NOMS Directors, NPS Deputy Directors /Heads of Groups, Ministers Offices, Press Office, the offices of MoJ Directors and key stakeholders, Senior Managers and Directors.</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"> • Support the Director/Deputy Director by ensuring that Directorate Delivery Plans and other business planning tools are managed effectively in line with NOMS and MoJ requirements; this includes preparing draft contributions for the NOMS and MoJ Annual Reports and Annual Assurance Statements. • Monitoring of the Directorate delivery plan • Preparing bilateral meetings with Heads of Units and Director to ensure all necessary business is covered and following up on all actions; • Take responsibility for Director/Deputy Director’s correspondence, outlook inbox, delegating or dealing with items independently, consulting and advising as necessary, and knowing which of these options is appropriate; • Ensure that the Director/Deputy Director is informed of priority matters where necessary, be involved in decision making at the appropriate level, provide

	<p>sufficient information and advice to help them operate effectively;</p> <ul style="list-style-type: none"> • Establish and maintain good working relationship with the office of the Chief Executive and other NOMS Directors, NPS Deputy Directors/Heads of Groups, Ministers Offices, Press Office, the offices of MoJ Directors, OGDs and key stakeholders. • Ensure all Heads of Unit and their staff are kept informed of issues in which they have a legitimate business interest • Management responsibility for the quality and timeliness of briefings, FOI and PQs ensuring compliance with regulatory timescales. • Management of group-wide activities including business reporting, organisational redesign and intra-group moves and Management Information to Senior Management Team. • Be active member of SMT, contributing advice and knowledge from pan directorate position; • Take charge of meeting all risk management measures returns to ensure thorough and timely reporting, develop a directorate risk register with the Heads of Group. • Lead / assist with any other specific projects as required by the Director/Deputy Director including the preparation of business cases and internal investigations. <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"> • Making Effective Decisions • Delivering at Pace • Working Together • Managing a Quality Service • Communicating and Influencing
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> <ul style="list-style-type: none"> • The job holder must have excellent analytical and drafting skills. • The ability to work with Press and Private Offices to manage the Agency's wider relationships.
Technical requirements	<ul style="list-style-type: none"> • A high level of organisational knowledge and operational understanding of NOMS/NPS and the prison estate is required. • Good understanding of HR implications and responsibilities, financial compliance for budget management and procurement.
Ability	<ul style="list-style-type: none"> • The ability to understand, interpret and summarise complex information is required. • The ability to interact with and influence senior staff and stakeholders is required. • The ability to represent the Director and Directorate in meetings.

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.
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Hours of Work (Unsocial Hours) Allowances	
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Success Profile

Behaviours	Strengths	Ability	Experience 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	Technical
Making Effective Decisions	It is advised strengths are chosen locally, recommended 4-8.	Ability to understand, interpret and summarise complex information	Excellent analytical and drafting skills	Knowledge and use of the Microsoft suite of packages particularly Word, Excel, Project and PowerPoint
Delivering at Pace		Ability to represent the Head of Group in meetings	Experience of managing and developing relationships with internal and external stakeholders	Good understanding of HR implications and responsibilities, financial compliance for budget management and procurement
Working Together				
Managing a Quality Service				
Communicating and Influencing				