



HM Prison & Probation Service

PS Job Description (JD)

PS Band 4

Directorate: Probation Service

Job Description: Business Manager

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JD Evidence	

Change History

Date	Version	Nature of Change	Edited by	Sections Affected
13/03/2024	1.0	First draft for consultation	JEDIT	All
06/06/2024	2.0	Amendments following consultation	JEDIT	All
17/09/2025	3.0	Amendments following appeal panel queries	JEDIT	All

PS Job Description

Job Title	Business Manager
Directorate	Probation Service
Band	4

Overview of the job	<p>The Business Manager will operate across multiple functional areas of the business. The job holder provides support to the senior team within their functional business area to assist in the successful service delivery, including making recommendations regarding operational and administrative requirements.</p> <p>The jobholder will act as an interface between the senior leadership team and teams across the function and internal and external stakeholders on a range of issues.</p> <p>This is a non-operational post although the job holder is required to develop an understanding of Probation Service policies and procedures at a regional and national level as well as an understanding of wider Civil Service policies and procedures as relevant.</p> <p>The jobholder will report directly to the Head or Deputy Head of the functional area and have line management responsibilities for the Diary Manager, Senior Administrative Officers and Case Administrators within their designated functional area.</p>
Summary	<p>The purpose of the role is to provide support to the senior leadership team in the business function. The jobholder will ensure that performance across the function is monitored, that issues are highlighted and opportunities to improve efficiency and effectiveness are proactively pursued.</p> <p>The job holder will communicate effectively to ensure that the senior leadership team, and others as appropriate, are informed of priority matters and are provided with advice to help them to operate effectively.</p> <p>The job holder acts as a single point of contact within the function for a number of areas, Information Assurance, Business Continuity, and Workforce Planning, with lead responsibility for a portfolio of key areas, such as implementation of new procedures. The role holder will provide advice, support and signposting to managers and staff across teams in the function and region.</p> <p>The jobholder will ensure effective management of the estate portfolio within their remit, ensuring that their business area complies with health, safety and fire regulations and escalating to their head of functional area where appropriate. The job holder is also responsible for maintaining a suite of risk assessments and ensuring staff understand their personal responsibilities for Health and Safety.</p> <p>The role holder will have financial responsibilities including budget monitoring, procurement, and authorizing expenditure. They will be required to understand and comply with HMPPS and Civil Service financial policies.</p> <p>The job holder will also build relationships and liaise with a range of internal and external stakeholders to support partnership working and effective service delivery.</p>
Responsibilities, Activities & Duties	<p>The job holder will be required to carry out the following responsibilities, activities, and duties:</p> <ol style="list-style-type: none"> 1. Directly line manage, and provide secondary line management, for staff to support good practice and personal development through effective supervision, coaching and facilitation of progression processes.

	<ol style="list-style-type: none"> 2. Monitor and deliver procedures relating to human resources, equalities and inclusion, staff performance management, and learning and development. 3. Oversee and maintain robust administrative processes to gather, monitor and synthesise business performance data to support staff development and service improvement, and support preparation for audits and inspections. 4. Maintain knowledge of, and assist with the review and improvement, of a range of organisational policies and local procedures, providing advice, guidance, and support to staff. 5. Adhere to financial compliance policies with financial responsibilities to include monitoring the function's budgets, supporting financial planning activities, coordinating resource procurement, and authorization of some expenditures. 6. Complete the workforce planning tool and provide accurate information to support decision-making by senior leaders with regards to resource and workforce management, and involvement with regional recruitment activities. 7. Build effective relationships with teams across the business, external stakeholders and partner agencies as a Probation Service Representative, including planning and coordinating engagement events as required. 8. Manage facilities portfolio for designated area, complete all required health and safety risk assessments, and maintain appropriate systems for reporting and escalating issues, ensuring compliance with health, safety and fire policies and regulations, and security requirements. 9. Respond to changing business needs, queries and requests, completing ad-hoc tasks as appropriate to meet deadlines and support service delivery. 10. Lead the development of pilot initiatives, undertake specific tasks, and hold specific areas of responsibility as determined by the Head of Operational Function, supporting the senior leadership team with emerging business issues. <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> <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>
Behaviours	<ul style="list-style-type: none"> • Leadership • Working Together • Making Effective Decisions • Developing Self and Others • Delivering at Pace
Strengths	<i>It is advised strengths are chosen locally, recommended 4-8.</i>
Ability	
Experience	<p>Essential</p> <ul style="list-style-type: none"> • Demonstrate experience of managing workload of senior level executives and extensive stakeholder engagement. Demonstrate experience in using Microsoft Office programmes to present information and data and reviewing outputs for quality. • Demonstrate experience of effectively managing financial or other resources.
Technical	Essential

	<p>NVQ Level 4 in Business Administration or equivalent in a relevant subject (or appropriate practical experience) Sufficient ability in Microsoft Word, Excel, Outlook, and PowerPoint</p>
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<p>Minimum Eligibility</p>	<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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<p>Hours of Work (Unsocial Hours) Allowances</p>	<p><i>Leave Blank</i> To be used by the JES Team only</p>
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Success Profile

Behaviours	Strengths N.B. The below are for guidance only. It is advised strengths are chosen locally, recommended 4-8	Ability	Experience	Technical
Leadership	Choose an item.		Demonstrate experience of managing workload of senior level executives and extensive stakeholder engagement.	NVQ Level 4 in Business Administration or equivalent in a relevant subject (or appropriate practical experience)
Working Together	Choose an item.		Demonstrate experience in using Microsoft Office programmes to present information and data and reviewing outputs for quality.	Sufficient ability in Microsoft Word, Excel, Outlook, and PowerPoint
Making Effective Decisions	Choose an item.		Demonstrate experience of effectively managing financial or other resources.	
Developing Self and Others	Choose an item.			
Delivering at Pace	Choose an item.			
Choose an item.	Choose an item.			
Choose an item.	Choose an item.			
Choose an item.	Choose an item.			