



HM Prison & Probation Service

HQ Job Description (JD)

Band 6

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	6

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 Deputy Director / Head of Group 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	<ul style="list-style-type: none"> • Support the Directorate in delivering objectives • Develop and maintain effective working relationships with internal and external stakeholders • Provide high quality, timely and efficient secretariat support • Project management of various activities across the Directorate, ensuring the timely completion of tasks assigned by and on behalf of the Director • Oversee the production of responses to Parliamentary Questions and Freedom of information requests on behalf of the Directorate, ensuring that responses are of accurate and of appropriate quality for sign off by the appropriate SCS. • Work with colleagues to develop and implement the strategy to improve the capability of the organisation. • Oversee the implementation of the Directorate timetable of activities, coordinating activities and responses to briefing requests, managing conflicts accordingly.
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"> • Establish and maintain a good working relationship with, the Chief Executive and other NOMS Directors, Heads of Groups, Ministers Offices, Press Office, the offices of MoJ Directors and key stakeholders. • Ensure the Deputy Director/Head of Group is informed of priority matters where necessary, is involved in decision making at the appropriate level and has sufficient information and advice to help him operate effectively (oversight but not necessarily handling of all papers and correspondence). • Monitoring of the Groups business plan, people plan, business continuity plans and maintaining the workforce planner. Develop and own the group training plan. • Lead group communications including drafting of notes to staff and the quarterly all staff bulletin. • Secretariat for the Group Senior Management Team, preparing management information and reports, participating at meetings and following up on actions. • Drafting letters, submissions and reports on behalf of the Deputy

	<p>Director/Head of Group.</p> <ul style="list-style-type: none"> • Carrying out projects and pieces of work on behalf of the Deputy Director/Head of Group when required. • Make decisions on behalf of the Deputy Director/Head of Group within predetermined authority levels. Assessing requests from the business in terms of priority and content, taking the appropriate action and only escalating those items which require the Deputy Director's/Head of Groups attention. • Work with the FOI/PQ Coordinator to manage the Directorate's responses to PQs/FOI/ Ministers cases etc. Reviewing draft responses for consistency and completeness prior to final sign off by the Deputy Director's/Head of Groups. • Daily management of the Director's inbox, prioritising emails to ensure that the Director is sighted on the priority issues, responding on his behalf and dealing with emails as required. Effectively manage the Director's diary on a short, medium and long-term basis • Manage and maintain the Directorate Delivery Plan, ensuring that key activities are delivered to the required time frames, highlighting issues and dealing with these accordingly. <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 a broad range of stakeholders to manage Security Group's wider relationships
Technical requirements	<ul style="list-style-type: none"> • Good understanding of HR implications and responsibilities, financial compliance for budget management and procurement. • Knowledge and use of the Microsoft suite of packages particularly Word, Excel, Project and PowerPoint
Ability	<ul style="list-style-type: none"> • Ability to understand, interpret and summarise complex information. • Ability to interact with and influence senior staff and stakeholders. • Ability to represent the Head of Group 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				