



HM Prison & Probation Service

HQ Job Description (JD)

Band 9

Directorate: Custodial Contracts Directorate

Job Description: Controller

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Job Description

Job Title	Controller
Directorate	Custodial Contracts Directorate
Band	9

Overview of the job	To manage the delivery of a multi-million pound contract for the provision of custodial services. To act as the representative of the Secretary of State in delivering specific statutory functions such as agreement to Home Detention Curfew (HDC) or Release on Temporary Licence (ROTL). Management of a small team providing contractual and administrative support.
Summary	To keep under review and report to the Secretary of State on the operational and contractual delivery of Establishments provided by Private Sector Providers. The Controller is the most senior representative of the Secretary of State within the establishment. As such, he/she is accountable for ensuring delivery, negotiating change, encouraging innovation and the highest levels of performance. The Controller must ensure any contractual failings are remedied and/or penalised when necessary, escalating unsatisfactory performance to the Deputy Director of Contracted Custodial Services.
Responsibilities, Activities and Duties	The job holder will be required to carry out the following responsibilities, activities and duties: Perform a range of statutory and operational duties including : • Provide leadership and oversee the management of Prison Custody Officer (PCO) certification at the establishment. • Undertake investigations as required, including reporting to the Secretary of State on any allegations made against PCOs performing custodial duties; when proportionate and necessary suspending and revoking PCO Licences. • Sign and authorise the release of Prisoners on behalf of the Authority under HDC/ROTL. • Sign final release licences on behalf of the Secretary of State. • Ensure there is always a controller on 24 hour on call cover, and that both HMPPS and the contractor are clear on contact arrangements. • Be accountable for the safe practice and discharge of those statutory duties that are undertaken by the contractor as per the Criminal Justice Act 1991. • Act as the lead accountable manager, ensuring the contract is managed effectively. Ensuring the contract is providing value for money; monitor, record and report areas of non-compliance and manage through the process to resolution, when necessary identifying areas of concern that need to be brought to the attention of Ministers. • Ensure there is positive relationship management with contractor both corporately and locally, key stakeholders,

	Ministry of Justice procurement, and HQ team. • Undertake appropriate risk management of all operational processes and provider delivery thus ensuring the policies and reputation and practices of HMPPS and the Ministry of Justice are adhered to and enhanced rather than exposed to unnecessary risk. • Be accountable for ensuring all financial processes are discharged appropriately, ensuring that the correct levels of payment are made for satisfactorily delivered services, when necessary ensuring the collection of penalties fees, credits notes and refund by the authority. • Reconcile the monthly delivery of services to those procured and invoiced. • Manage and be accountable for the local controller's team budget. • Assess, negotiate and advise the Deputy Director of Contracted Custodial Services on operational risks and potential consequences of contract changes (e.g. efficiency savings, Specification, Benchmarking, Costing - SBC) and manage the implementation of the Notice Of Change (NOC) process. • Negotiate and set annual service and contractual delivery indicators. • Monitor and report on performance measures on a monthly basis, highlighting deficiencies both to the Director of the establishment and the Deputy Director Contracted Custodial Services. • Liaise and negotiate with the contractor on Schedule F/6 performance measures, where necessary mitigating on the basis of sound evidence and penalising when required. • Agree and authorise application of penalties/credits as per the contract ensuring policy lines are followed. • Agree and Monitor the implementation of action plans for His Majesty's Inspector of Prisons (HMIP), Audit and Corporate Assurance (ACA) and the Prison and Probation Ombudsman (PPO). • Be accountable for ensuring there are effective links between the establishment and specialist advisors, when necessary monitoring and driving forward actions plans (e.g. Corruption Prevention Unit). • Manage to ensure high quality delivery of an annual audit plan which gives assurance to the organisation on key high risk areas of operational delivery. This should include reviewing the Schedules D & F of the contract to ensure they are fit for purpose and represent value for money. • Perform the duties of the Regulation of Investigatory Powers Act (RIPA) Authorising Officer, including monitoring the contractor's processes and ensuring appropriate risk management for HMPPS. • Produce briefings/responses/reports to Ministers and Senior Civil Servants as required ensuring the organisation can quickly and accurately meet information requests. • Undertake investigations as required, including investigating and reporting to the Secretary of State on any allegations made against PCOs performing custodial duties, when
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	proportionate and necessary suspending and revoking PCO Licences. • Maintain positive relationships with prisoners and their families to ensure needs are met, when necessary responding via the complaints system. • Review and respond to appeals made by prisoners and solicitors to decisions relating to their release. • Act as the recognised representative of HMPPS and Ministry of Justice to prisoners, families, solicitors, MPs, Independent Monitoring Board and other external bodies. • Review business cases submitted by the contractor and approve / reject expenditure against the criteria laid out for the General Purposes and Indexed Utility Fee Savings Fund in accordance with the contract. • To support and train contractors staff in matters relating to the role of the Controller. • Act as Incident Liaison Officer on behalf of HMPPS GOLD Command. Assess and evaluate the establishment's effectiveness in incident management during and post the event, delivering feedback as appropriate. • Act as the HMPPS Operational Lead at the establishment, supporting and promoting the implementation of SBC. • Prepare the HMPPS position on and attend a quarterly contract review meeting between the contractor and senior HMPPS personnel. • Conduct weekly checks of Segregation, Healthcare, Residential and Operations. Record the results of these visits. Identify any areas of concern to raise with the contractor. • Chair a monthly Controller/Director meeting, ensuring that discussions are documented and that resulting actions are time bound and implemented. • Attend meetings as delegated by the Deputy Director of Contracted Prisons to identify any changes and or Projects that may impact on or may increase a risk to the services being provided by the contractor. • Act as the Asset owner (as per PSO 9050), ensuring the maintenance of the information assurance register. PSO 9015 (information assurance), PSO9020 (data protection/freedom of information) and PSO 9025 (HMPS archiving retention and disposal). • Share best practice to the provider/HMPPS as appropriate to support improved services. 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. An ability to fulfil all spoken aspects of the role with confidence through the medium of English or (where specified in Wales) Welsh.
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Behaviours	• Seeing the Big Picture • Changing and Improving • Making Effective Decisions • Managing a Quality Service • Delivering at Pace • Communicating and Influencing • Leadership • Working Together • Developing Self and Others
Strengths	It is advised strengths are chosen locally, recommended 4-8.
Experience	• Significant experience of managing strategic decisions including proven track record in analysing and influencing operational performance at Establishment Senior Management level. • Significant experience of managing large scale commercial SLA or contracts.
Technical Requirements	• RIPA AO trained (or willing to undertake training as soon as possible on taking up post). • Qualified in HMPPS Incident Management systems and experienced in the Silver Command role (or willing to undertake training as soon as possible on taking up post).
Ability	• Excellent interpersonal skills to influence Senior Stakeholders including Directors, SMT members and others at SOM equivalent level. • Excellent written communication skills to ensure that reports and contractual correspondence is effective.

Minimum Eligibility	• 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	37 hour working week. Required Hours Allowance This role requires working regular unsocial hours and a payment at the current approved organisation rate will be made in addition to your basic pay to recognise this. Unsocial hours are those hours outside 0700 - 1900hrs Monday to Friday and include working evenings, nights, weekends and Bank/Public Holidays.
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Success Profile

Behaviours	Strengths It is advised strengths are chosen locally, recommended 4-8	Ability	Experience	Technical
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Seeing the Big Picture		Excellent interpersonal skills to influence Senior Stakeholders including Directors, SMT members and others at SOM equivalent level.	Significant experience of managing strategic decisions including proven track record in analysing and influencing operational performance at Establishment Senior Management level.	RIPA AO trained (or willing to undertake training as soon as possible on taking up post).
Changing and Improving		Excellent written communication skills to ensure that reports and contractual correspondence is effective.	Significant experience of managing large scale commercial SLA or contracts.	Qualified in HMPPS Incident Management systems and experienced in the Silver Command role (or willing to undertake training as soon as possible on taking up post).
Making Effective Decisions				
Managing a Quality Service				
Delivering at Pace				
Communicating and Influencing				
Leadership				
Working Together				
Developing Self and Others				