



# HM Prison & Probation Service

## Job Description (JD)

### Band 5

### Group Profile – Hub Manager (HM)

## Job Description – HM: Learning and Capability

<b>Document Ref.</b>	OR-JES-3018-JD-HM: Learning and Capability v1.0
<b>Document Type</b>	Management
<b>Version</b>	1.0
<b>Classification</b>	Official
<b>Date of Issue</b>	7 April 2022
<b>Status</b>	Baselined
<b>Produced by</b>	Job Evaluation Assurance and Support Team
<b>Authorised by</b>	Reward Team
<b>JD Evidence</b>	

## Job Description

<b>Job Title</b>	HM : Learning and Capability
<b>Group Profile</b>	Hub Manager
<b>Organisation Level</b>	First Line Management 5-6
<b>Band</b>	5

<b>Overview of the job</b>	<p>This is a management job in an establishment.</p> <p>The job holder will be responsible for ensuring all the processes for a coaching and mentoring system including onboarding and outreach work for new recruits is being followed.</p> <p>The Hub Manager will have responsibility for planning, learning and development. Reporting into the SMT, they will analyse development needs and embed plans to strengthen the capability and confidence of new and existing staff, particularly new prison officers. Responsibility for establishing a buddying scheme will form part of this role.</p> <p>The job holder will ensure that provision for ongoing support and advice for new recruits in their first year is in place. They will provide support and advice to help new employees settle in, and ensure new starters understand the learning and development opportunities available to them.</p> <p>This role will ensure that the new starters experience is positive, making staff feel valued which potentially may lead to improved retention rates. The job holder will also ensure new starters understand the learning and development opportunities available to them in order to equip them with the skills and knowledge they need for their role.</p> <p>This is a non-operational job with line management responsibilities.</p>
<b>Summary</b>	<p>The key objective of the Mentoring scheme is to ensure that new recruits have a supportive and smooth onboard experience into their new working environment, providing ongoing guidance and support.</p> <p>You will be responsible for offering the possibility to commence the process of culture change within the prison, instilling positivity and resilience in new recruits. within a challenging environment ensuring high standards of professionalism, decency, safety and security.</p> <p>Mentoring/coaching skills are highly desirable and successful candidates can be offered the opportunity as part of their personal development to study for formal qualifications.</p> <p>A key measurement for success in the role will be a noticeable uplift in new staff retention.</p>
<b>Responsibilities, Activities and Duties</b>	<p>The job holder will be required to carry out the following responsibilities, activities and duties:</p> <ul style="list-style-type: none"> <li>• Responsible for establishing and managing a buddying scheme ensuring that deadlines are met and work is completed accurately and assigned.</li> <li>• Responsible for ensuring that all new members of staff have a named individual who stays in close touch for at least their first 3 months and</li> </ul>

	<p>provides information, practical help and encouragement on a less formal basis than the mentors themselves.</p> <ul style="list-style-type: none"> <li>• Responsible for ensuring the hub meets its requirements to provide a fully centralised on-boarding service to all new staff within the prison. This includes facilitating a local buddy scheme, working with Invision where required, to ensure all new colleagues have a buddy.</li> <li>• Responsibility for planning, learning and development. Reporting into the SMT, will analyse development needs and embed plans to strengthen the capability and confidence of new and existing staff, particularly new prison officers.</li> <li>• Coordinate the induction and training for new recruits by liaising with relevant teams ensuring appropriate processes are in place including induction timetables are set and met.</li> <li>• Complete quality assurance checks on the mentoring scheme products and process to ensure they are completed, sanitised and disclosed in line with policy.</li> <li>• Obtain, review evaluate the effectiveness of the mentoring scheme processes. Brief and provide advice on the mentoring scheme processes and meet organisational requirements.</li> <li>• Responsible for maintaining contact with the individual as a point of contact and information and helping them to prepare for their new role responding to their queries.</li> <li>• Ensure arrangements are made to meet and welcome new colleagues on their first day and after early residential foundation training. Work with colleagues and managers to ensure new colleagues feel supported and valued.</li> <li>• Liaise and work with the People Hub and the Business Hub to ensure all relevant tasks and actions for new recruits are processed efficiently and accurately such as ordering of uniforms, epaulettes, ID Cards, setting up of IT.</li> <li>• Undertake other administrative management tasks including responsibility for the management of all staff within their area. This includes staff performance, development and annual appraisal through to sickness absence management</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 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>
--	---

<b>Behaviours</b>	<ul style="list-style-type: none"> <li>• Changing and Improving</li> <li>• Communicating and Influencing</li> <li>• Working Together</li> <li>• Managing a Quality Service</li> <li>• Making Effective Decisions</li> <li>• Leadership</li> </ul>
<b>Strengths</b>	It is advised strengths are chosen locally, recommended 4-8.
<b>Ability</b>	

<b>Experience</b>	<ul style="list-style-type: none"> <li>• Able user of MS Word and MS Excel</li> <li>• Information collation and analysis</li> <li>• Able to deal effectively and assertively with staff at all levels.</li> </ul>
<b>Technical</b>	<p><b>Internal applicants</b> Newly promoted staff to the following Band 5 first line manager roles (Hub Managers, Custodial Managers and Facilities &amp; Services Managers) in Establishments are required to complete a qualification as part of their work objectives where these training packages are available.</p> <p>Staff that have mapped or re-graded to Band 5 who have previously worked at an equivalent level will not be required to undertake the qualification.</p> <p><b>External applicants</b> All external staff joining as a Band 5 Hub Manager or Facilities and Services Manager in an Establishment are required to complete the qualification where available.</p>

<b>Minimum Eligibility</b>	<p><i>Please do not alter this box</i></p> <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>	<p><i>Leave Blank</i></p> <p><b>To be used by the JES Team only</b></p>

## Success Profile

Behaviours	Strengths It is advised strengths are chosen locally, recommended 4-8	Ability	Experience	Technical
Changing and Improving			Able user of MS Word and MS Excel	<p><b>Internal applicants</b> Newly promoted staff to the following Band 5 first line manager roles (Hub Managers, Custodial Managers and Facilities &amp; Services Managers) in Establishments are required to complete a qualification as part of their work objectives where these training packages are available Staff that have mapped or re-graded to Band 5 who have previously worked at an equivalent level will not be required to undertake the qualification.</p>
Communicating and Influencing			Information collation and analysis	<p><b>External applicants</b> All external staff joining as a Band 5 Hub Manager or Facilities and Services Manager in an Establishment are required to complete the qualification where available.</p>
Working Together			Able to deal effectively and assertively with staff at all levels.	
Managing a Quality Service				
Making Effective Decisions				
Leadership				