



HM Prison & Probation Service

HQ Job Description (JD)

Band 7

Directorate: Custodial Contracts Directorate

Job Description: Deputy Controller

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Job Description

Job Title	Deputy Controller
Directorate	Custodial Contracts Directorate
Band	7

Overview of the job	To support the Controller in delivering a multi-million pound contract for the delivery of custodial services. To act as the representative of the Secretary of State, assuring delivery of key activities and performance against the contract.
Summary	As part of a Controller's team based within a privately operated prison the Deputy Controller is the Authority for HMPPS and the Secretary of State. The role of Deputy Controller is to oversee and report the activities, outputs and deliverables as stated in statute, contract and law within a prison setting. As operational lead to monitor and act as the authority in a number of contexts and oversee the contract and operations delivered inside the establishment. To manage and be accountable to the Controller and Deputy Director Custodial Services Contract Management on areas of delegated authority. The duties performed support those of the Controller. The Deputy Controller is to deputise for the Controller when he/she is not on site. Reporting directly to the appointed Controller as first line Manager, who is in turn managed by the Deputy Director Custodial Services Contract Management.
Responsibilities, Activities and Duties	The job holder will be required to carry out the following responsibilities, activities and duties: Monitor the contractor's performance against the contract • To keep under review and report to the Secretary of State on the effectiveness of the prison in how it is being run and managed in accordance with the requirements of the contract(s). • Monitor via various means compliance against the contract requirements with particular attention to operational requirements and performance mechanisms. Liaise, discuss and plan as part of a working professional relationship with the contractor (Director and SMT) to develop action plans to address non-compliant clauses whilst keeping to realistic time scales in doing so. • Conduct weekly monitoring rounds of establishment areas, including the Segregation Unit. Report on areas of non-compliance/adherence to the decency agenda to the contractor and follow up on actions to address concerns. • Collate, analyse and interrogate information provided by the contractor. Investigate and gain further information if required and apply any performance management and reward

	sections of the contract providing a brief summary why you have come to your conclusion. • Support the Controller in the application of performance debits/credits with the contractor using your skills knowledge and ability in making reference to the appropriate section of the contract and source document available to you. • Produce a monthly and quarterly performance report for the Controller, from local and regional systems/resources available to you. • Keep auditable records of all commercial contract matters. Manage additions and deletions of activity to the commercial contract and that changes are acted upon • Maintain effective links with MOJ Commercial and provide feedback and input as required as part of a team. • Maintain full and current records of contract and NOC register between HMPPS and the contractor. Review NOC register on a quarterly basis. • Using appropriate evidence sources, work with contractor to draft NOC/amendments required to ensure contract remains aligned to business need. • Assess, negotiate and advise the Controller on operational risks and potential consequences of contract changes (e.g. efficiency savings, SBC) concluding with the systematic management of the NOC process. • To inform the Head of Group any areas where there has been a significant failure to comply with any changes identified. Audits & Compliance Testing -Controllers quality assurance • Conduct a programme of monitoring rounds of all establishment areas to a frequency agreed with the Deputy Director Custodial Services Contract Management. Report on areas of non-compliance and poor practice to the contractor and follow up on actions to address concerns. • Accountable for effective links between the establishment and specialist advisors, monitoring and reviewing delivery against Authority action plans for compliance against agreed timescales, report and manage those that are non-compliant. • Validate evidence to ensure actions have been completed as required by the audit recommendation. • Share knowledge and skills to assist the contractor improve performance and delivery against external recommendations i.e. AC&A/HMIP etc. • Monitor and review the level of compliance with operational requirements against PSOs/PSIs/LSS by identifying the key risks/concerns which require a higher level of scrutiny or attention and follow up any plans to remedy compliance concerns. • Monitor via reviews completion of investigation recommendations. Validate completion of task and adherence to timescale discuss at SMT level issues identified to resolve in gaining a satisfactory outcome. • Carry out compliance checks as required by the Compliance Monitoring Tool recording findings as required and providing
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	constructive feedback to the contractor and follow up any plans to remedy performance issues. • Conduct additional checks as necessary according to any concerns or issues identified recording method and any findings on the Compliance Monitoring Tool. • Validate Hub data. Quality assure data by conducting dip tests against data entered to ensure correct information is being presented to the Authority. Perform the statutory duties required of the role holder (as per Section 85 Criminal Justice Act 1991) • Authorising by approving applications received from the contractor's proposed use of covert surveillance under the RIPA Regulations, and in doing so ensuring you provide guidance in what is expected within the application to ensure legal surveillance retaining all documentation in the event it has to be produced during any legal challenge (as the Authorising Officer). • Exercising power to investigate Prisoner Custody Officers and hold the authority to suspend the certification of such an officer. • Sign licences for release of prisoners. • Sign and authorise the release of prisoners on behalf of the Authority under HDC and ROTL taking into consideration all the required risk assessment and recommendations being made by departments/external agencies. Assist in the management of major incidents within the establishment and adopt the formal role of Incident Liaison Officer. Make yourself available during the day or night, including weekends when as Duty Controller • Attend the command suite (if open) and act as Incident Liaison Officer as per PSO 1400. • Provide necessary advice and input to regional colleagues in operations and/or to Gold Command, as the authorities eyes and ears assist in gaining approval from the authority to deploy national resources when required to do so. • Oversee the establishment's management of incidents on behalf of the authority. • Assess and evaluate the establishment's effectiveness in incident management during and post the event. • Deliver post event feedback verbally as part of the command suite structure and commit the management team to addressing the issues highlighted producing a report on the incident when required to do so. Support the commissioning of offender management and custodial interventions within the prison • Maintain relations with commissioning colleagues (HMPPS) and share knowledge of known suppliers and the quality of the service they provide. • To attend the regional meetings that may be relevant in identifying any regional changes and or projects that may impact on or may increase a risk to the services being provided by the contractor.
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Work with the management team within the establishment to maintain and drive up performance levels and to assist the team in achieving the desired mix of services within the contract including offender needs and the addressing of the reducing re-offending agenda

- Build positive professional high level relationships with the Senior Management Team, engage and resolve any issues that you are empowered to do to a satisfactory level.
- Be proactive in providing support and professional help and guidance to the contractor's management team.

PCO Certification

- Liaise and maintain a good working relationship with the contractor's HR and inform Shared Services of contractor staff suspensions and dismissals.
- Retain PCO badge during all suspensions.
- Provide brief to Shared Services relating to all reinstatements.
- Make recommendation to revoke and suspend a Prisoner Custody Officer licence where appropriate.

Finance

- Support the Controller to ensure all financial processes are discharged appropriately and that the correct levels of payment are made for delivered services (including the collection of performance credits and debits on behalf of the Authority).
- Review business cases submitted by the contractor and approve/reject expenditure against the criteria laid out for the Utility Fee Savings Fund (or equivalent contractual provision).

Act as Local Information Manager (LIM)

- Manage Deputy LIM.
- Lead on effective retention/disposal protocol.
- Lead on quarterly asset register reviews.
- Maintain accurate destruction log.
- Complete Annual Compliance Statement.
- Follow PSO9010 (information technology security policy), PSO9015 (information assurance), PSO9020 (data protection/freedom of information) and PSO9025 (HMPS archiving retention and disposal).

Line Management Responsibilities

- Manage Assistant Controller and delegate work as appropriate.
- Manage SPDR process and management of staff attendance ensuring timescales are adhered to.
- Identify appropriate training needs in conjunction with training provisions being provided by the regional training coordinator for Public Sector Prisons or HMPPS generally.
- Ensure your staff are aware and comply with HMPPS policy on equality and diversity.
- Brief your line manager on any relevant occurrences.

Correspondence

- Respond to prisoner complaints, solicitors' letters, FOIs.
- Provide Ministerial briefings and response to PQs.

Meetings

- Attend Quarterly Contract Review Meeting and provide brief to external stakeholders on performance measure debits/credits.
- Attend Monthly Controller/Director meeting as required or directed by the Controller in his/her absence and provide brief to contractor on performance measures.
- Attend regional Professional Standards/Corruption meeting when required to do so.
- Chair meetings or telephone conferences as required or directed by the Controller in his/her absence.

Other Duties

- To carry out on call duties, including where necessary attending the establishment during incidents or as instructed by the Deputy Director Custodial Services Contract Management or direct line manager in accordance with the Duty Controller's rota.
- Deliver awareness session relating to 'Role of Controller' as required or directed by the Controller in his/her absence on the ITC.
- Deputise for the Controller whilst he/she is not on site. The role involves completing the full range of Controller's duties and responsibilities when necessary and possibly when required across more than one site.
- Any ad hoc duties as deemed necessary by line management.
- To be the liaison point between prisons and HMPPS Population Management Unit to assist in resolving issues between establishments and the contractor with the transfer and allocation of prisoners and prison places if required.
- Complete any task as identified in any additional Memorandum of Understanding with any third party or key stakeholders (applicable where there is more than one contract to manage on site).

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.

Behaviours	• Seeing the Big Picture • Communicating and Influencing • Working Together • Managing a Quality Service • Making Effective Decisions
Strengths	It is advised strengths are chosen locally, recommended 4-8.
Experience	• Trained in HMPPS incident management systems or willing to undertake training as soon as possible on taking up post. • RIPA Authorising Officer trained or willing to undertake training as soon as possible on taking up post. Desired • Custodial experience • Contractual knowledge • Management experience
Technical Requirements	
Ability	

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			Trained in HMPPS incident management systems or willing to undertake training as soon as possible on taking up post.	
Communicating and Influencing			RIPA Authorising Officer trained or willing to undertake training as soon as possible on taking up post.	
Working Together			Desired • Custodial experience • Contractual knowledge • Management experience	
Managing a Quality Service				
Making Effective Decisions				