



HM Prison & Probation Service

NPS Job Description (JD)

NPS Band 4

Directorate: National Probation Service

Job Description: Divisional Support Hub Manager

Document Ref.	NPS-JES-0018_Band 4 Divisional Support Hub Manager_v2.0
Document Type	Management
Version	2.0
Classification	Unclassified
Date of Issue	3/7/2019
Status	Baselined
Produced by	Head of Group
Authorised by	Reward Team
JD Evidence	

NPS Job Description

Job Title	Divisional Support Hub Manager
Directorate	National Probation Service
Band	4

Overview of the job	<p>This is a Divisional HQ first line management role reporting to the Deputy Director NPS. Leading and managing a team of business administrators to deliver business-specific and transactional office based activities to support the work of the NPS Division.</p> <p>Responsible for coordinating and allocating work across the team, taking into account current workload, skills and knowledge of individual team members.</p>
Summary	<p>The purpose of the role is to lead and manage the divisional administrative function and to ensure efficient and effective running of the Support Hub, which provides the full set of business support services to the NPS Division. The post also undertakes a variety of specific activities and duties for which the job holder is held personally accountable, commensurate with their grade. Responsibilities include:</p> <ul style="list-style-type: none"> • Managing a team providing business services support • Provision of support to the NPS Deputy Director • Effective management of resources
Responsibilities, Activities & Duties	<p>The job holder will be required to carry out the following responsibilities, activities and duties:</p> <p>Business Services support</p> <ul style="list-style-type: none"> • Manage a team providing the full set of business support services to the NPS Division, which will include: <ul style="list-style-type: none"> ○ HR <ul style="list-style-type: none"> ▪ Absence management (contact point) ▪ Vetting (SPOC) ▪ Appraisal, reward and recognition (registers) ▪ Gift & hospitality register ▪ Training administration (registers) ▪ Organisational charts (Divisional) ▪ Health & Safety (Divisional) ○ ICT <ul style="list-style-type: none"> ▪ Change requests ▪ Information management (Divisional) using established probation systems ▪ Quantum point of contact ○ Procurement <ul style="list-style-type: none"> ▪ I-Proc (requests/approvals) ○ Other <ul style="list-style-type: none"> ▪ Meeting administration (Divisional) ▪ Event administration (Divisional) ▪ Public enquiry line ▪ Functional mailbox management (Divisional) ▪ Hire Car Booking ▪ General Office Administration ▪ Alert office notifications ▪ Divisional Complaints register <p>Management Support</p> <ul style="list-style-type: none"> • Leadership, line management and development of a team of administrative staff with responsibility for long term objectives and service quality which will support operational delivery • Liaising with Divisional colleagues to understand service requirements and anticipate future demands, taking the necessary steps to develop innovative solutions • Oversee workflow, allocating tasks and ensuring performance to the

	<p>required standards</p> <ul style="list-style-type: none"> • Implementation of administrative systems and procedural changes resulting from new and revised probation policies and procedures • Provide interface with Shared Service Centre and ensure administrative hand-offs and touch points are effectively managed and carried out • Participate in the recruitment, selection and induction of new hub staff • Acting as the local information manager for the directorate, ensuring compliance with protocol and procedures • Ensuring management information is produced in a timely and accurate manner • Undertaking ad hoc project work on behalf of the Deputy Director • To manage office facilities, overseeing maintenance of the building and its contents, updating office inventory and organising repair work • Undertaking responsibility for health and safety compliance. E.g.: completion and review of COSHH and risk assessments, display screen equipment reviews etc • Responsible for ensuring appropriate adjustments are made to comply with E&D and H&S policy. <p>Determine the effective use of resources</p> <ul style="list-style-type: none"> • Agree budgets and unit costs for programmes of work • Make proposals for expenditure on programmes of work • Manage budgets and provide unit costings for activities • Advise on financial and resourcing issues to inform objectives and forward planning <p>Effectively Manage and Develop staff</p> <ul style="list-style-type: none"> • Manage and develop staff • Demonstrate leadership skills in dealing with staff • Address poor performance • Provide effective supervision/coaching/appraisal • Ensure sickness absence initiatives are applied to achieve performance objectives and enhance productivity • Resolve capability/grievance/harassment/complaints in accordance with organisational policies • Address conduct issues and resolve conflict • Implement human resource policies <p>Use communication effectively</p> <ul style="list-style-type: none"> • Providing information, feedback and advice • Influencing and persuading • Chair and participate in meeting using appropriate skills, styles and approaches <p>Enhance your own performance</p> <ul style="list-style-type: none"> • Manage own resources and professional development <p>Use information to take critical decisions</p> <ul style="list-style-type: none"> • Liaise with staff to receive, collate and analyse information, developing systems and compiling reports as necessary • Develop and utilise data to identify trends and take appropriate action to maintain and enhance performance • Plan, implement and manage systems for the exchange of sensitive information, data and intelligence <p>Manage Diversity and Quality</p> <ul style="list-style-type: none"> • Develop a culture and systems that promote equality and value diversity • Implement the diversity policies of the service and collaborate effectively with the Equalities and Diversity Unit <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</p>
--	---

	alternations 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.
Behaviours	<ul style="list-style-type: none"> • Working Together • Leadership • Managing a Quality Service • Delivering at Pace • Making Effective Decisions • Changing and Improving
Strengths	It is advised strengths are chosen locally, recommended 4-8.
Essential Experience	Demonstrate experience providing a wide range of business support services, demonstrate experience of managing others, demonstrate experience of ensuring and maintaining quality for a wide range of management activities, and operational experience of working in a Probation setting.
Technical requirements	<p>NVQ Level 4 or equivalent in a relevant subject (or appropriate practical experience).</p> <p>Microsoft: Word, Excel, Outlook, and PowerPoint (or equivalent i.e. Lotus Notes).</p>
Ability	

Minimum Eligibility	<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.
----------------------------	--

Hours of Work (Unsocial Hours) Allowances	
--	--

Success Profile

Behaviours	Strengths It is advised strengths are chosen locally, recommended 4-8.	Ability	Experience	Technical
Working Together			Experience providing a wide range of business support services	NVQ Level 4 or equivalent in a relevant subject (or appropriate practical experience)
Leadership			Experience of managing others	IT Skills; Microsoft: Word, Excel, Outlook, and PowerPoint (or equivalent i.e. Lotus Notes)
Managing a Quality Service			Experience of ensuring and maintaining quality for a wide range of management activities	
Delivering at Pace			Operational experience of working in a Probation setting	
Making Effective Decisions				
Changing and Improving				