



# HM Prison & Probation Service

## NPS Job Description (JD)

### NPS Band A

#### Directorate: National Probation Service

#### Job Description: Head of Unpaid Work

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<b>JD Evidence</b>	

# NPS Job Description

<b>Job Title</b>	Head of Unpaid Work
<b>Directorate</b>	National Probation Service
<b>Band</b>	Band A

<b>Overview of the job</b>	<p>The Head of Unpaid Work leads the delivery of Unpaid Work service delivery, including sentence management for standalone Unpaid Work cohort, for an allocated geographical area of operations within the region. and</p> <p>They will support the Head of NPS Interventions by providing, dedicated leadership and management for Unpaid Work.</p>
<b>Summary</b>	<p>The post holder will provide management with responsibility for resources and the strategic and operational direction, for an allocated geographical area of operations within the region.</p> <p>Provision of quality sentence management for Service Users within the Unpaid Work Cohort to support achieving outcomes on reducing reoffending.</p> <p>Provision of a demand led quality service delivery for all Service Users subject to Unpaid Work requirements, which provides a pro-social environment that promotes compliance and achieves positive outcomes for beneficiary organisations and local communities</p> <p>Improves performance and quality of Unpaid Work delivery on a continuous basis to ensure service is responsive to the needs of Service Users and the wider business.</p> <p>Develop and maintain effective relationships with stakeholders and partners to coordinate delivery, meet statutory responsibilities and reduce reoffending.</p>
<b>Responsibilities, Activities &amp; Duties</b>	<ul style="list-style-type: none"> <li>• Lead management and planning of resources across the geographic area of responsibility to ensure the most efficient means of service delivery are deployed, effectively aligning resources to demand</li> <li>• Identify service requirements and ensure the appropriate range of placements are in place for identified needs, risk categories and protected characteristics and used appropriately</li> <li>• Oversee robust placement and beneficiary management, including development and implementation of individual, local and national placement contracts.</li> <li>• Design and lead assurance of operational performance and quality, leading improvements or decommissioning of placements where necessary.</li> <li>• Lead engagement with local stakeholders to influence plans/strategies, improve local services, source placements and create opportunities for innovative solutions.</li> <li>• Secure income generation opportunities and make reinvestment decisions in line with priorities</li> <li>• Ensure all operational and sentence management Unpaid Work staff are trained to relevant and appropriate level.</li> <li>• Manage Unpaid Work resources budget for geographic area of responsibility and, where required, the authorisation of expenditure.</li> <li>• Ensure alignment and adherence with sentence management policy and practices.</li> <li>• Ensure that all Unpaid Work operations meet health and safety requirements, supported by a culture that protects employees, service users, beneficiaries and public at all times.</li> </ul>

	<ul style="list-style-type: none"> <li>• Ensure appropriate quality and assurance processes are in place to support standalone Unpaid Work sentence management delivery.</li> <li>• Ensure all aspects of the business adhere to legal and organisational requirements such as diversity and inclusion and data protection, including, where appropriate with stakeholders.</li> <li>• Seek, monitor and analyse data, including from service users and beneficiaries, to inform continuous improvement of services.</li> <li>• Facilitate external scrutiny through Operational and System Assurance Group and HMI Probation, and responding to recommendations.</li> <li>• Promote Unpaid Work externally to sentencers, community and statutory organisations, media and the public to increase visibility.</li> <li>• Promote Unpaid Work internally as a credible intervention for both punishment and rehabilitation.</li> <li>• Oversee staff grievance, capability and disciplinary investigations and seek prompt resolution where appropriate.</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>• Managing a Quality Service</li> <li>• Leadership</li> <li>• Making effective Decisions</li> <li>• Delivering at Pace</li> <li>• Changing and Improving</li> <li>• Working Together</li> </ul>
<b>Strengths</b>	It is advised strengths are chosen locally, recommended 4-8.
<b>Essential Experience</b>	<ul style="list-style-type: none"> <li>• Experience within Unpaid Work delivery.</li> <li>• Experience of planning and managing complex logistical delivery.</li> <li>• Experience of effectively and efficiently managing financial and physical resources.</li> <li>• Extensive experience of effectively leading, managing and motivating staff</li> <li>• Experience dealing with complex disciplinary or grievance-related matters in accordance with HR process and practice.</li> <li>• Experience of successfully building and managing strategic and working relationships with internal and external stakeholders and partners.</li> <li>• Experience of successfully managing the performance of teams and individuals to achieve high working standards.</li> <li>• Experience of managing delivery in line with health &amp; safety legal requirements.</li> </ul>
<b>Technical requirements</b>	Level 5 qualification in a relevant subject (e.g. management) or significant equivalent professional experience.
<b>Ability</b>	

<b>Minimum Eligibility</b>	<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>
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<b>Hours of Work (Unsocial Hours) Allowances</b>	<i>Leave Blank</i> <b>To be used by the JES Team only</b>
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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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<b>Leadership</b>			Experience of planning and managing complex logistical delivery.	Level 5 qualification in a relevant subject (e.g. management) or significant equivalent professional experience.
<b>Making Effective Decisions</b>			Experience of effectively and efficiently managing financial and physical resources.	
<b>Delivering at Pace</b>			Extensive experience of effectively leading, managing and motivating staff	
<b>Changing and Improving</b>			Experience dealing with complex disciplinary or grievance-related matters in accordance with HR process and practice.	
<b>Working Together</b>			Experience of successfully building and managing strategic and working relationships with internal and external stakeholders and partners.	
<b>Managing a Quality Service</b>			Experience of successfully managing the performance of teams and individuals to achieve high working standards.	
			Experience of managing delivery in line with health & safety legal requirements	
			Experience within Unpaid Work delivery.	