



HM Prison & Probation Service

HQ Job Description (JD)

HMPPS Band 5

Directorate: Security Order & Counter Terrorism

Job Description Quality & Effective Practice Officer NOAT

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Job Description

Job Title	Quality & Effective Practice Officer NOAT
Directorate	Security Order and Counter Terrorism
Band	HMPPS Band 5

Overview of the job	<p>As a member of the National Operational Assurance Team the Quality and Effective Practice Officer will be responsible for delivering a programme of activities which supports individual/team development and organisational effectiveness within the national counter terrorism network.</p> <p>Post holder will work within the Assurance team in the Joint Extremism Unit, part of the Security Order and Counter Terrorism directorate.</p>
Summary	<p>The Quality and Effective Practice Officer contributes to the delivery of programmes which improve the performance and quality of operational practice across the organisation. This will therefore include:</p> <ul style="list-style-type: none"> • Developing effective working relationships with colleagues across the CT network in Prison and Probation to identify and improve effective practice. • Keeping up to date with developments in effective practice of extremism management. • Responsibility for delivery aligned to national priorities and co-ordinating activities to meet those priorities. • The post holder reports to either Probation Assurance Lead or Prison Assurance Lead.
Responsibilities, Activities and Duties	<p>The job holder will be required to carry out the following responsibilities, activities and duties:</p> <ul style="list-style-type: none"> • Work within the National Operations Assurance Team, to develop effective practice nationally within the Counter Terrorism network. • Consult with operational colleagues across the NPS and HMPPS to develop effective practice nationally. • Contribute to embedding organisational effectiveness and delivery in line with SOCT strategy and contractual commitments. • Promulgate guidance for delivery of effective practices across the service. • Understand the changing nature of effective practice in light of relevant research and support a programme of continuous improvement. • Contribute to the organisation's response to external inspections and audits. • Support the Assurance Leads in the Co-ordination of internal quality assurance activities. • Contribute innovative ideas and approaches within their designated area of responsibility. • Support implementation of change in practices including working with other divisions e.g. training and development. • Contribute to Programme Performance. • Develop and recognise effective performance. • Contribute to team and organisation's understanding of its stakeholders and customers. • Contribution to Managing Projects and will contribute to a programme of complimentary projects. • Contribute to a culture and systems that promote equality and value diversity.

	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 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.
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Behaviours	<ul style="list-style-type: none"> • Changing and Improving • Working Together • Delivering at Pace • Making Effective Decisions • Communicating and Influencing
Strengths	It is advised strengths are chosen locally, recommended 4-8.
Ability	<ul style="list-style-type: none"> • Ability to collate and analyse information, write clear reports and communicate effectively. • Ability to feedback constructively including the delivery of difficult messages.
Experience	<ul style="list-style-type: none"> • Proven track record as a competent and high performing member of probation or prison operational staff promoting best practice in service delivery (desirable but not essential). • A thorough understanding of offender management and its implementation in practice. • A broad understanding of best practice in prison and/or probation work and a commitment to quality and service development. • Evidence of pc literacy and the ability to use information systems/data effectively. • Willingness and ability to develop and promote new ideas and approaches to service delivery. • Experience of implementing change. • Experience of stakeholder engagement. • Experience and knowledge of managing extremism is desirable but not essential.
Technical	<ul style="list-style-type: none"> • NVQ Level 4 or equivalent in a relevant subject (or appropriate practical experience). • IT Skills; Microsoft: Word, Outlook, and PowerPoint (or equivalent i.e. Lotus Notes)

Minimum Eligibility	<p><i>Please do not alter this box</i></p> <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.
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Hours of Work (Unsocial Hours) Allowances	<p><i>Leave Blank</i></p> <p>To be used by the JES Team only</p>
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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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Changing and Improving		Ability to collate and analyse information, write clear reports and communicate effectively.	Proven track record as a competent and high performing member of probation or prison operational staff promoting best practice in service delivery (desirable but not essential).	NVQ Level 4 or equivalent in a relevant subject (or appropriate practical experience)
Working Together		Ability to feedback constructively including the delivery of difficult messages.	A thorough understanding of offender management and its implementation in practice.	IT Skills; Microsoft: Word, Outlook, and PowerPoint (or equivalent i.e. Lotus Notes)
Delivering at Pace			A broad understanding of best practice in prison and/or probation work and a commitment to quality and service development.	
Making Effective Decisions			Evidence of pc literacy and the ability to use information systems/data effectively.	
Communicating and Influencing			Willingness and ability to develop and promote new ideas and approaches to service delivery.	
			Experience of implementing change.	
			Experience of stakeholder engagement.	
			Experience and knowledge of managing extremism is desirable but not essential.	