



HM Prison & Probation Service

HQ Job Description (JD)

Band 7

Directorate: Generic-Casework

Job Description: Casework Lead

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Job Description

Job Title	Casework Lead
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Overview of the job	<p>HMPPS is an agency of the Ministry of Justice (MoJ), a major government department at the heart of the justice system. Across HMPPS, all of our prisons, youth custody settings, probation offices and HQ, teams have a vital role in delivering our purpose and outcomes: protecting the public and reducing reoffending.</p> <p>Our vision is to work together to protect the public and help people lead law-abiding and positive lives. Everyone who works in HMPPS has a part to play in making these things happen.</p>
Summary	<p>The job holder will have responsibility for the day-to-day operation of a busy casework team.</p> <p>The job holder is expected to have strong generic casework skills, good management skills and, a good understanding of how establishments/probation function. Given that they often need to draw upon the support and input of policy colleagues across HMPPS /the Probation Service, they need to have an excellent knowledge of the work of these areas and be able to network effectively.</p> <p>The post holder will manage the team as well as dealing with a number of requests direct. They will be responsible for work effectively across the Unit to meet key business objectives.</p> <p>They will have responsibility for identifying problematic issues and for ensuring that responses to key stakeholder correspondence are compliant with, and accurately represent, current HMPPS/Probation Service and Ministry of Justice (MoJ) policy.</p> <p>This is a non-operational HQ based role with line management responsibilities.</p>
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"> Oversee the management and drafting of good quality, accurate and timely responses to official public correspondence, including Ministerial and Chief Executive Officer (CEO) letters, treat official correspondence, FOI requests and Parliamentary Questions (PQs) on a complex range of matters

	<ul style="list-style-type: none"> • Reviewing and monitoring caseloads, identifying pressure points and finding ways to manage the pressures to ensure that business targets are met. • Handling of complex and high-profile cases ensuring that Press Office and Private Office are informed of any cases that are likely to attract media attention. Provide Private Office with urgent advice on sensitive or critical cases. • Draft submissions for line manager approval and Senior Officials' signature. • Represent the Service by attending case conferences, settlement hearings and meetings with Counsel, ensuring that the interests of the Ministry of Justice are protected. • Act as a source of advice and assistance for colleagues managing litigation (Government Legal Department, litigation contacts within probation/prison service and MoJ). Provide support and advice to ensure a consistent approach and share learning. • Oversee the work of the team to ensure the work is managed efficiently and effectively ensuring that business targets are met. Manage and improve the efficiency of the team. • Personally manage a caseload that includes some high risk and high-profile cases, ensuring that the reputation and interests of the Service are protected. Brief Directors and Deputy Directors as required. • Undertaking detailed research for questions of policy and providing interpretation of the published guidance. • Providing weekly statistics to the Head of Team. • The post holder will have direct line management responsibility for team of staff. They will be required to ensure that objectives are set and performance is reviewed, with regular reviews to provide honest feedback and support development to meet HMPPS objectives. <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>
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Civil Service Success Profile Criteria

Behaviours	<ul style="list-style-type: none"> • Seeing the Big Picture • Changing and Improving • Making Effective Decisions • Communicating and Influencing • Leadership
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Strengths	Note: we recommend you choose 4 to 8 strengths locally – select from the list of Civil Service strength definitions on the intranet . Copy and paste the names of your chosen strengths below.
Experience	
Technical Requirements	
Ability	

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	37 hour working week
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