



HM Prison & Probation Service

HQ Job Description (JD)

Band 5

Group Family: Generic - Business Manager

Job Description: Business Manager

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HQ Job Description

Job Title	Business Manager
Directorate	Generic - Business Manager
Band	5

Overview of the job	<p>The role supports the Deputy Director/Heads of Group to provide leadership and management to a HMPPS directorate dealing with a diverse range of issues, which includes management of the Deputy Director/Heads of Group workload, liaison with the offices of the Chief Executive, other Directors, Ministers and might also include management of the Directorate's Corporate Hub.</p> <p>The environment is demanding and the job holder will need strong influencing and relationship management skills and develop a good level of knowledge of issues across the range of the Directorate's Group's business. The job holder will be able to speak authoritatively about the work being undertaken and make decisions that reflect the needs and priorities across the directorate. The job holder will be a first port of call for information from staff both within HMPPS and from outside and will undertake projects and pieces of work on behalf of the Deputy Director/Heads of Group when required.</p> <p>The Business Manager is responsible for supporting the Deputy Director/Heads of Group in the day to day duties, ensuring that they are fully briefed on all pertinent issues in readiness to represent the organisation and the directorate at both internal and external meetings.</p>
Summary	<p>The purpose of this role is to support the Deputy Directors/Heads of Group with the delivery of the Directorate business plan, providing personal support ensuring the Groups (and ultimately the Directorate) are able to deliver their key deliverables.</p> <p>They will be required to interface within HMPPS/NPS, MOJ Directors offices, other Government Departments and other key stakeholders and will be responsible for maintaining a comprehensive understanding of the Group(s) business with a particular focus on corporate issues.</p> <p>This is a demanding and busy role where the job holder will need strong influencing and relation management skills. The job holder will be required to undertake projects and pieces of work on behalf of the Directorate.</p>
Responsibilities, Activities & Duties	<p>The job holder will be required to carry out the following responsibilities, activities and duties:</p> <ul style="list-style-type: none"> • Ensure the Deputy Directors/Heads of Group are informed of priority matters where necessary, are involved in decision making at the appropriate level and have sufficient information and advice to help them operate effectively (including oversight of all papers and correspondence). • Provide a point of contact for pressing advice and requests e.g. responding to media related issues and ensuring that the Deputy Directors/Heads of Groups are apprised of any urgent or emerging issues; providing sufficient information to help them operate effectively. Manage the Deputy Directors/Heads of Group workload, ensuring that work is prioritised appropriately and that deadlines are met. • Commissioning work on behalf of the Deputy Directors/Heads of Group in order to meet specified timescales, and ensuring delivery on time and to the required quality standard. • Responding direct to emails etc. where it is possible to do so without reference. • Act as secretary to the relevant meetings, to include setting appropriate and relevant agendas and accurate minute taking and ensuring that all action points are dealt with in a timely manner. • Maintain and develop good relationships and working contacts with the CEO

	<p>office and offices of other DGs in MoJ, other HMPPS Directors, Ministers and MoJ Directors.</p> <ul style="list-style-type: none"> • Maintain a broad but thorough understanding of group and directorate business with a particular focus on corporate issues, presentational challenges, efficiency, propriety and governance arrangements. • Support the Deputy Directors/Heads of Group in preparing for their bilats with the Director. • Represent the Group at various meetings as requested by the Deputy Director/Head of Group. <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>
Behaviours	<ul style="list-style-type: none"> • Making Effective Decisions • Delivering at Pace • Working Together • Managing a Quality Service • Communicating and Influencing
Strengths	It is advised strengths are chosen locally, recommended 4-8.
Essential Experience	<p>N.B. Converting job descriptions to the new Success Profile format means areas captured in experience could also be assessed as a strength. Vacancy managers should use their own judgement to decide where best to assess these.</p> <ul style="list-style-type: none"> • Excellent communications skills, both written and oral. • Experience of managing and developing relationships with internal and external stakeholders.
Technical requirements	<ul style="list-style-type: none"> • Knowledge and use of the Microsoft suite of packages particularly Word, Excel, Project and PowerPoint.
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	
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Success Profile

Behaviours	Strengths	Ability	Experience N.B. Converting job descriptions to the new Success Profile format means areas captured in experience could also be assessed as a strength. Vacancy managers should use their own judgement to decide where best to assess these	Technical
Making Effective Decisions	It is advised strengths are chosen locally, recommended 4-8.		Excellent communications skills, both written and oral	Knowledge and use of the Microsoft suite of packages particularly Word, Excel, Project and PowerPoint
Delivering at Pace			Experience of managing and developing relationships with internal and external stakeholders	
Working Together				
Managing a Quality Service				
Communicating and Influencing				