



# HM Prison & Probation Service

## PS Job Description (JD)

### PS Band 5

#### Directorate: Probation Service

#### Job Description: Performance Lead

<b>Document Ref.</b>	PS-JES-0027 Band 5 Performance Lead v3.0
<b>Document Type</b>	Management
<b>Version</b>	3.0
<b>Classification</b>	Official
<b>Date of Issue</b>	28 September 2022
<b>Status</b>	Baselined
<b>Produced by</b>	Job Evaluation Assurance and Support Team
<b>Authorised by</b>	Reward Team
<b>JD Evidence</b>	

## PS Job Description

<b>Job Title</b>	Performance Lead
<b>Directorate</b>	Probation Service
<b>Band</b>	5

<b>Overview of the job</b>	<p>Team lead working within a region authoring performance targets and agreeing them with key stakeholders at a national level.</p> <p>Team Lead for the team authoring and developing a quality improvement programme tailored to the needs of the division and HMPPS priorities.</p> <p>Identifying local performance and quality issues and developing initiatives in response to the identified issues.</p>
<b>Summary</b>	<p>As a member of the team the Performance Lead will be responsible for providing performance data which supports activities that enhance organisational effectiveness and enables the organisation to monitor and improve performance.</p>
<b>Responsibilities, Activities &amp; Duties</b>	<p>The job holder will be required to carry out the following responsibilities, activities and duties:</p> <p><b>Lead PS performance management</b></p> <ul style="list-style-type: none"> <li>• Lead on the maintenance of national performance standards</li> <li>• Research, investigate and report on the reasons for performance at the regional level.</li> <li>• Undertake and analyse surveys of internal and external customers.</li> <li>• Carry out data audit exercises and quality inspection as required.</li> <li>• Respond to internal and external requests for performance monitoring information, training or support at the regional level.</li> <li>• Maximise the potential use of IT systems and databases in respect of performance management</li> <li>• Identify trends across PS divisions in order to provide the evidence-base for commissioning national interventions</li> <li>• Work alongside Performance and Quality Managers in Divisions to establish performance plans and monitor their effectiveness</li> <li>• Work with colleagues in the Performance roles in other divisions to share good practice and promote performance initiatives</li> </ul> <p><b>Support quality assurance</b></p> <ul style="list-style-type: none"> <li>• Contribute to the PS performance and quality improvement strategy</li> <li>• Support the communication of the PS performance and quality improvement strategy and action plans with Divisions and LDUs, external partners and all key stakeholders</li> <li>• Support the delivery of practice development in the PS</li> <li>• Implement quality improvement programmes for the national organisation and identify priorities for delivery within the Divisions</li> <li>• Monitor external markets, practice, trends and development to ensure best practice internally, bringing this knowledge to bear on the development of effective practice codes and standards to be implemented nationally through the Divisions</li> <li>• Build productive working relationships with relevant HQ teams, including Planning &amp; Analysis Group, Commissioning &amp; Commercial Directorate and OMPPG</li> </ul> <p><b>Develop Team and Partnership Working</b></p> <ul style="list-style-type: none"> <li>• Develop productive working relationships with colleagues and stakeholders</li> </ul>

	<ul style="list-style-type: none"> <li>• Contribute to team and organisation’s understanding of its stakeholders and customers</li> </ul> <p><b>Plan and organise</b></p> <ul style="list-style-type: none"> <li>• Contribute to programme implementation</li> <li>• Share of knowledge and good practice to inform innovation and improve service delivery</li> </ul> <p><b>Communication</b></p> <ul style="list-style-type: none"> <li>• Providing information, feedback and advice</li> <li>• Participate in meetings where appropriate</li> </ul> <p><b>Use information to take critical decisions</b></p> <ul style="list-style-type: none"> <li>• Liaise with team members to receive, collate and analyse information, developing systems and compiling reports as directed</li> <li>• Develop and utilise data to identify trends</li> <li>• Use appropriate systems, processes and tools for the exchange of sensitive information, data and intelligence</li> </ul> <p><b>Diversity and Equality</b></p> <ul style="list-style-type: none"> <li>• Contribute to a culture and systems that promote equality and value diversity</li> <li>• Implement the diversity policies of the service.</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>
<b>Behaviours</b>	<ul style="list-style-type: none"> <li>• Managing a Quality Service</li> <li>• Working Together</li> <li>• Changing and Improving</li> <li>• Seeing the Bigger Picture</li> <li>• Delivering at Pace</li> </ul>
<b>Strengths</b>	It is advised strengths are chosen locally, recommended 4-8.
<b>Ability</b>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Demonstrate experience of executing organisational strategy</li> <li>• Demonstrate experience of diversity and equality matters</li> <li>• Demonstrate experience of stakeholder management</li> <li>• Demonstrate experience in using a range of software packages to present, analyse &amp; undertake report development</li> <li>• Operational experience of working in a Probation setting</li> <li>• Experience of quality systems and implementing quality improvement initiatives</li> </ul>
<b>Technical</b>	<p>NVQ Level 4 or equivalent in a relevant subject (or appropriate practical experience)</p> <p>Microsoft: Word, Excel, Access, Outlook, and PowerPoint (or equivalent i.e. Lotus Notes)</p>

<b>Minimum Eligibility</b>	<p><i>Please do not alter this box</i></p> <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>	
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## Success Profile

<b>Behaviours</b>	<b>Strengths</b> <small>It is advised strengths are chosen locally, recommended 4-8</small>	<b>Ability</b>	<b>Experience</b>	<b>Technical</b>
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Managing a Quality Service			Demonstrate experience of executing organisational strategy	NVQ Level 4 or equivalent in a relevant subject (or appropriate practical experience)
Working Together			Demonstrate experience of diversity and equality matters	Microsoft: Word, Excel, Access, Outlook, and PowerPoint (or equivalent i.e. Lotus Notes)
Changing and Improving			Demonstrate experience of stakeholder management	
Seeing the Big Picture			Demonstrate experience in using a range of software packages to present, analyse & undertake report development	
Delivering at Pace			Operational experience of working in a Probation setting	
			Experience of quality systems and implementing quality improvement initiatives	