



# HM Prison & Probation Service

## NPS Job Description (JD)

### NPS Band 4

#### Directorate: National Probation Service

#### Job Description: Quality Development Officer

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# NPS Job Description

<b>Job Title</b>	Quality Development Officer
<b>Directorate</b>	National Probation Service
<b>Band</b>	4

<b>Overview of the job</b>	<p>This is a specialist Probation Officer post, in which the post holder has specific responsibility to contribute to the development of excellence in the quality of work undertaken with offenders and victims in the National Probation Service (NPS).</p> <p>The job holder will have no line management responsibilities.</p>
<b>Summary</b>	<p>The post holder will be part of the Divisional Performance and Quality team.</p> <p>They will work in partnership with divisional /local managers, practice tutor assessors and operational staff to promote high quality work through delivery of quality assurance and improvement activities including: audit and analysis, practice workshops, coaching and providing support to colleagues.</p> <p>In line with NPS policies and procedures, the post holder must at all times demonstrate a commitment to equality and inclusion and an understanding of their relevance to the work they do.</p> <p>The post holder must adhere to all policies in respect of the sensitive/confidential nature of the information handled whilst working in this position.</p>
<b>Responsibilities, Activities &amp; Duties</b>	<p>The post holder will be required to carry out the following responsibilities, activities and duties:</p> <ul style="list-style-type: none"> <li>• Deliver quality assurance activities as part of the national effective practice programme, and review the impact of these activities on operational practice</li> <li>• Deliver practice improvement workshops and briefings to POs and PSOs, and review the impact of these on practice</li> <li>• Support the re-launch and deployment of Skills for Effective Engagement Development and Supervision (SEEDS)</li> <li>• Undertake audits of key work, provide analysis and feedback to staff and contribute to local improvement and quality plans.</li> <li>• Working in partnership with local managers, develop audit and improvement activities based on local and divisional need and evidence from audits, inspections and case reviews arising from e.g. serious further offences, domestic homicides, serious case reviews</li> <li>• Provide support to local managers in delivering improvement activities to staff in informal /formal capability processes. As agreed with line manager, provide focussed 1:1 support to POs and PSOs involved in formal capability process based on the improvement plans drawn up by line managers.</li> <li>• Work in partnership with local managers to plan and support quality improvement in their cluster/function</li> <li>• As agreed with local managers, provide coaching and support to groups of staff whose roles are changing</li> <li>• Play an integral role in the work of divisional performance and quality team in implementing the national performance and quality programme</li> <li>• Provide guidance and support to SPOs to undertake quality assurance work</li> <li>• Respond to risk escalation requests raised by Community Rehabilitation Companies, determine risk level and if high risk (endorsed by a manager) decide on how this will be managed</li> <li>• Carry out safeguarding children and safeguarding adult duties in accordance with the NPS statutory responsibilities and agency policies</li> </ul>

	<ul style="list-style-type: none"> <li>• Demonstrate and promote pro-social modelling skills by consistently reinforcing pro-social behaviour and attitudes and challenging anti-social behaviour and attitudes</li> <li>• Work within the aims and values of NPS and HMPPS</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 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.</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>• Changing and Improving</li> <li>• Making Effective Decisions</li> <li>• Developing Self and Others</li> <li>• Delivering at Pace</li> <li>• Communicating and Influencing</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>• Evidence of undertaking good quality probation work</li> <li>• Evidence of working collaboratively with others to improve quality</li> <li>• Experience of working with a wide variety of people and communities who have experienced a range of social/personal difficulties.</li> <li>• Experience of working with individuals and groups in order to motivate and change offending behaviour</li> <li>• Evidence of analysing information and using it to design an action plan to meet specific goals</li> </ul>
<b>Technical requirements</b>	<p>Probation Qualification Framework Graduate Diploma/ Honours Degree in Community Justice integrated with Level 5 Diploma in Probation Practice.</p> <p>Or a qualification which was recognised at the time of qualification by the Secretary of State for Justice as per Section 10 of the Offender Management Act 2007.</p> <p>The following qualifications gained in England and Wales were previously recognised as providing such eligibility:</p> <ul style="list-style-type: none"> <li>• Diploma in Probation Studies,</li> <li>• Diploma in Social Work (with Probation Option)</li> <li>• CQSW (with Probation Option)</li> </ul>
<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>
<b>Hours of Work (Unsocial Hours) Allowances</b>	37

## Success Profile

Behaviours	Strengths It is advised strengths are chosen locally, recommended 4-8.	Ability	Experience	Technical
Changing and Improving			Evidence of undertaking good quality probation work	Probation Qualification Framework Graduate Diploma/ Honours Degree in Community Justice integrated with Level 5 Diploma in Probation Practice.
Making Effective Decisions			Evidence of working collaboratively with others to improve quality	Or a qualification which was recognised at the time of qualification by the Secretary of State for Justice as per Section 10 of the Offender Management Act 2007. The following qualifications gained in England and Wales were previously recognised as providing such eligibility: <ul style="list-style-type: none"> <li>• Diploma in Probation Studies,</li> <li>• Diploma in Social Work (with Probation Option)</li> <li>• CQSW (with Probation Option)</li> </ul>
Developing Self and Others			Experience of working with a wide variety of people and communities who have experienced a range of social/personal difficulties.	
Delivering at Pace			Experience of working with individuals and groups in order to motivate and change offending behaviour	
Communicating and Influencing			Evidence of analysing information and using it to design an action plan to meet specific goals	
Working Together				