



HM Prison & Probation Service

NPS Job Description (JD)

NPS Band 6

Directorate: National Probation Service

Job Description: Effective Practice Lead

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NPS Job Description

Job Title	Effective Practice Lead
Directorate	National Probation Service / Development & Business Change
Band	6

Overview of the job	As a member of the Performance and Quality Team the Effective Practice Lead will be responsible for ensuring the delivery of programme activity which supports organisational effectiveness and enables the organisation to monitor and improve performance.
Summary	<p>The Effective Practice Lead is responsible for ensuring the delivery of programmes which improve the performance and quality of operational delivery across the organisation. Their responsibilities will include:</p> <ul style="list-style-type: none"> • Working alongside Performance staff within the PQ team they aim to maximise performance in the assigned area for which the post holder is responsible • Responsibility for identification of national priorities and co-ordinating the delivery of activity to meet those priorities. They will contribute to enhancing organisational effectiveness and delivery in line with the Business Plan and contractual commitments • Developing and sustaining effective working relationships with external agency partners and other key stakeholders. <p>The post holder reports to the Performance and Quality Senior Manager.</p>
Responsibilities, Activities & Duties	<p>The job holder will be required to carry out the following responsibilities, activities and duties:</p> <p>Leading effective practice</p> <ul style="list-style-type: none"> • Support the Performance & Quality Senior Manager to maintain standards for effective practices across the NPS and all LDUs • Maintain a national knowledge-bank for effective practice, and ensure the link between performance management and the development of effective practice policies and standards • Maintain national quality policy, codes of practice and guidance • Support the communication of the NPS effective practice improvement strategy and action plans with Divisions and LDUs, external partners and all key stakeholders • Ensure systems are in place so that the results and trends of effective practice review and assessment are visible at a national level • Support the delivery of practice development in the NPS <p>Manage and Develop service delivery Performance</p> <ul style="list-style-type: none"> • Manage service delivery to meet performance targets • Develop and recognise effective performance • Improve organisational performance <p>Develop Team and Partnership Working</p> <ul style="list-style-type: none"> • Develop productive working relationships with colleagues and stakeholders • Develop and manage multi-stakeholder partnerships • Build the organisation's understanding of its markets and customers • Contribute to the development of a customer focused organisation <p>Managing Resources</p> <ul style="list-style-type: none"> • Plan and organise resources effectively to meet demands • Lead on delivery programme formation and implementation • Plan, implement and manage the sharing of knowledge and good practice to inform innovation and improve service delivery

	<p>Determine the effective use of resources</p> <ul style="list-style-type: none"> • Agree budgets and unit costs for programmes of work • Make proposals for expenditure on programmes of work • Manage budgets and provide unit costings for activities • Advise on financial and resourcing issues to inform objectives and forward planning • Assess risk in terms of operational delivery and impact on other operational priorities <p>Use communication effectively</p> <ul style="list-style-type: none"> • Providing information, feedback and advice • Influencing and persuading • Chair and participate in meetings , using appropriate skills, styles and approaches <p>Enhance your own performance</p> <ul style="list-style-type: none"> • Manage your own resources and professional development <p>Use information to take critical decisions</p> <ul style="list-style-type: none"> • Liaise with staff to receive, collate and analyse information, using systems and compiling reports as necessary • Develop and utilise data to identify trends and take appropriate action to maintain and enhance performance • Plan, implement and manage systems for the exchange of sensitive information, data and intelligence <p>Manage Diversity and Equality</p> <ul style="list-style-type: none"> • Contribute to a culture and systems that promote equality and value diversity • Implement the diversity policies of the service <p>Manage Quality</p> <ul style="list-style-type: none"> • Manage continuous quality improvement • Monitor external markets, practice, trends and development to ensure best practice internally • Manage compliance with quality systems <p>Manage Projects</p> <ul style="list-style-type: none"> • Ensure an effective approach to project and process evaluation • Manage a programme of complimentary projects • Enable others to carry out project management roles • Maintain effective communication with project stakeholders <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"> • Leadership • Working Together • Changing and Improving • Delivering at Pace • Communicating and Influencing
Strengths	It is advised strengths are chosen locally, recommended 4-8

Essential Experience	<ul style="list-style-type: none"> • Demonstrate experience of stakeholder management • Demonstrate experience of managing quality • Demonstrate experience of a role in performance management • Experience of quality systems and implementing quality improvement initiatives • Operational experience of working in a Probation setting
Technical requirements	<p>NVQ Level 4 or equivalent in a relevant subject (or appropriate practical experience)</p> <p>Microsoft: Word, Excel, Outlook, and PowerPoint</p>
Ability	

Minimum Eligibility	<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 It is advised strengths are chosen locally, recommended 4-8.	Ability	Experience	Technical
Leadership			Experience of stakeholder management	NVQ Level 4 or equivalent in a relevant subject (or appropriate practical experience)
Working Together			Experience of managing quality	IT Skills; Microsoft: Word, Access, Excel, Outlook, and PowerPoint (or equivalent i.e. Lotus Notes)
Changing and Improving			Operational experience of working in a Probation setting	
Delivering at Pace			Experience of quality systems and implementing quality improvement initiatives	
Communicating and Influencing			Experience of a role in performance management	