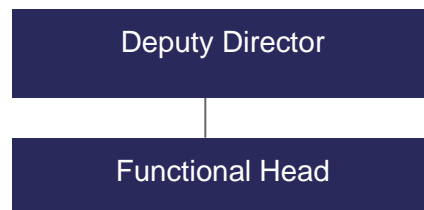


JOB DESCRIPTION

SENIOR OPERATIONAL LEADER

| | | | |
|-------------------|-----------------|--------------------|-------------------------|
| Position Title | Functional Head | Department | Senior Leadership |
| Generic Job Title | | Segment | Sodexo Justice Services |
| Global Grade | H2 | Location | HMP Bronzefield |
| Reports to | Director | Office / Unit name | HMP Bronzefield |

ORGANISATION STRUCTURE



Job Purpose

- To support the Deputy Director and Director in developing and delivering strategic priorities in accordance with Company values and wider HMPPS directions.
- To ensure that residents care is of the highest possible standard.
- To supervise and direct performance within the prison in accordance with the Contract and wider requirements of Sodexo.
- To deliver senior leadership within the prison and your function; effective risk radar and management, implementing appropriate proactive strategies to support performance improvement and demonstrate agility and resilience in response to competing priorities.
- To act as a role model to staff and residents, leading developing and motivating the team.
- To support command of complex operational incidents and participate in incident management as required.
- To represent the prison and Sodexo in the wider community, developing meaningful stakeholder networks.

Accountabilities or “what you have to do”

- Support and direct the management of the prison in the absence of the Deputy Director.
- Ensure that resident care is of the highest standard
- Maintain operational stability.
- Contribute to the development of policies and procedures within your function and the wider establishment
- Continually review the skills and competencies of the team, addressing issues proactively

- To anticipate risks (operational, financial, contractual and reputational), devising and implementing appropriate proactive strategies
- Supervise and direct performance within your function in accordance with the Contract and wider requirements of the Authority
- Supervise, direct and create effective strategies within the prison with particular emphasis on safety, decency and rehabilitation.
- Effective management of the operational budget within your function
- Effective communications and stakeholder engagement / relationships with a range of external organisations focused on safety, decency and rehabilitation.
- Instigates and provides Terms of Reference for staff investigations and conducts disciplinary and grievance hearings and appeals in accordance with Company policies and procedures
- Participate in recruitment, promotion and selection and drive towards efficient and effective use of resources

Key Performance Indicators (KPIs) or “What it will look like when you are doing the job well”

- Contractual compliance
- Performance outputs (agreed for function)
- HMPPS Audit outcomes of Green for Security, OSAG Safety
- 85% and above in internal Audits
- Compliance with HMIP Expectations and HMIP outcomes
- Compliance with Prison Frameworks
- Functional budget within target

Dimensions

| | |
|------------------|--|
| Financial | |
| Other | |

Skills, Knowledge and Experience

Essential

- Credibility and authenticity
- Operational senior management experience
- A clear fit with the values of Sodexo
- Delivery focussed, with a clear understanding of the requirements of working in a contractual environment.
- A clear and demonstrable understanding of what makes a good leader, the skills required and the ability to motivate and engage others
- Ability to manage and develop client and 3rd party key stakeholder relationships
- A clear and demonstrable understanding of key people management tools and resources
- High level Risk Management skills

Desirables

- Prison senior management experience.
- Proven ability to manage change in a structured way
- Knowledge and experience of commercial management.
- Skills and previous experience of business continuity planning
- Project Management skills (Prince 2)

Competencies

- Financial and business Awareness.
- Analysis and decision making.
- Results orientation.
- Continuous improvement.
- Impact and Influence.

Contextual or other information

- Member of Operational SMT/SLT.
- Member of local Safer Community Partnership.
- Sodexo Management Capabilities band C.

| | | | |
|----------------|----------|------|----------|
| Version | V1.1 | Date | 27/04/21 |
| Document owner | Director | | |

- High level of communication skills - both oral and written