

Job Description:

**Head of Offender Management Services**

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| Function: | Offender Management Unit - Prisons |
| Job:  | Departmental Manager |
| Position:  | Head of Offender Management Services |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Head of Resettlement / Reducing Reoffending |
| Additional reporting line to: |  |
| Position location: | Offender Management Unit  |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * This is a departmental management job within a custodial establishment, this is either an operational or non-operational job with line management responsibilities.
* The job holder will be responsible for managing several work area(s) within the Offender Management Function and aspects of Public Protection for the establishment. As a member of the middle management group, they will contribute and implement their function’s objectives as defined in the establishment’s roadmap and delivery plans.
* To lead, promote and oversee the delivery of all offender management processes through strategic priorities at HMP Peterborough in accordance with Company values and wider HMPPS directions.
* Leadership of a diverse team and overarching framework which ensures staff and agencies come together in a coordinated way to assess, support and manage offenders whose crimes cause most damage and harm.
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| 2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department. |
| Revenue FY13: | €tbc | EBIT growth: | tbc | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | tbc |
| EBIT margin: | tbc |
| Net income growth: | tbc | Outsourcing growth rate: | n/a | HR in Region  | tbc |
| Cash conversion: | tbc |
| Characteristics  | * Add point
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| 3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated. |
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| **4. Context and main issues** – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to. |
| * Working across two male and female prisons to ensure delivery that meets the identified needs of males, females and young offenders.
* Leadership of the administrative case management function to ensure critical reception and discharge checks take place, including sentence calculations and public protection procedures, in accordance with published guidance.
* Ensure all prisoners subject to Public Protection procedures such as Safeguarding Children and Harassment are correctly identified and procedures followed in accordance with published guidance.
* Oversee the mandatory recording and processes of prisoners subject to Court Orders including but not limited to Disqualification Orders, Harassment Orders and Sexual Offender notification requirements.
* Manage the offender supervision function, outlined in OMiC Model to ensure systems and processes are conducted in accordance with published guidance and principles.
* Ensure OASys reports are completed, and interventions prioritised and reviewed according to risk of harm and need principles.
* Actively promote a Whole Prison Approach to reduce risk and encourage desistance.
* Ensure information is captured and shared efficiently with staff and agencies as appropriate.
* Ensure that staff are appropriately trained and supervised to enable them to conduct their duties accurately.
* Manage and coordinate resources to prepare, support and coach the offender to facilitate the delivery of the sentence plan.
* Maintain effective systems to ensure procedures are followed and documents including reports relating to recall, parole, ROTL, OASys, licenses, appeals and sentence calculation are provided to prisoners efficiently and in accordance with guidance.
* Ensure secure storage of Prisoners Records and Warrants including efficient archive and retrieval systems.
* Part of a multi-tasked team to provide a service to the prison and company as a whole.
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Manage the administrative case management function to ensure critical reception and discharge checks take place, including sentence calculations and public protection procedures, in accordance with published guidance.
* Maintain effective systems to ensure procedures are followed and documents including reports relating to recall, parole, ROTL, OASys, licences, appeals and sentence calculation is provided to prisoners efficiently and in accordance with guidance.
* Ensure all prisoners subject to Public Protection procedures such as Safeguarding Children and Harassment are correctly identified and procedures followed in accordance with published guidance, including chairing Interdepartmental Risk Management Meetings where required.
* Oversee the mandatory recording and processes of prisoners subject to orders including but not limited to Disqualification Orders, Harassment Orders and the Sexual Offender notification requirements.
* Manage the offender supervision function, outlined in OMiC to ensure systems and processes are conducted in accordance with published guidance and principles.
* Ensure that staff are appropriately trained and supervised to enable them to conduct their duties accurately.
* Ensure secure storage of Prisoners Records and Warrants including efficient archive and retrieval systems.
* Prison lead for the administration of ViSOR arrangements.
* Manage and drive performance of offender management focusing on quality of delivery and outcomes.
* Ensure effective multi-agency relationships are maintained with partners and stakeholders internal and external to the establishment.
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| 6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities. |
| * Manage the offender supervision function outlined in OMiC to ensure systems and processes are conducted in accordance with published guidance and principles.
* Manage and coordinate resources to prepare, support and coach offenders to facilitate delivery of sentence plan objectives and reduce risk of reoffending and protect the public.
* Maintain effective systems to ensure procedures are followed and documents including reports relating to recall, parole, ROTL, OASys, licences, appeals and sentence calculation is provided to prisoners efficiently and in accordance with guidance.
* Ensure all staff in the Offender Management Unit are sufficiently trained and have access to the sources they need to deliver OMiC, support the strategic aims of HMP Peterborough and Sodexo Justice and deliver outcomes for HMPPS.
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| **Essential*** Proven track record of leadership and management of teams.
* Technical knowledge of relevant prison legislation, policy frameworks, inspection and audit processes, as well as the wider criminal justice system.
* Ability to think and act strategically.
* Able to prioritise resources and remain resilient to achieve establishment objectives and protect the public.
* Experience of responding to changes in policy and legislation effectively and efficiently.
* Ability to network effectively with a range of agencies and organisations.
* Commitment to Equality, Diversity & Inclusion.
* Good understanding of Service Level Agreements.
* Understanding and awareness of commercial and contractual issues.
* Good understanding of HMIP Expectations relating to Offender Management.
* Experience of always displaying discretion and maintaining strict confidence in all sensitive matters.

**Desirable*** Experience of undertaking sentence calculations is preferred but not essential.
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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
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| * Rigorous Management of Results
 | * Brand Notoriety
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| * Leadership and People Management
 | * Planning and Organising
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| * Analysis and Decision Making
 | * Innovation and Change
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| 9. Management Approval – To be completed by document owner |
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| Version | 1.0 | Date | 19.08.2024 |
| Document Owner | Head of Reducing Reoffending / Resettlement (male and female prisons |

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