

Job Description:
Operational Departmental Head

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| Function:  | **Operations** |
| Position:  | Operational Departmental Head |
| Job holder: |  |
| Date (in job since): | N/A |
| Immediate manager (N+1 Job title and name): | Senior Management |
| Additional reporting line to: | N/A |
| Position location: | TBC |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * Provide a safe environment which promotes safety, dignity and opportunity for all offenders and staff which meets the gender specific needs of women residents.
* To provide leadership to staff and be responsible for the performance delivery of all departmental functions.
* Deputise for the functional head in his/her absence to deliver the agreed business and contractual requirements
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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 | 370 |
| EBIT margin: | tbc |
| Net income growth: | tbc | Outsourcing growth rate: | n/a | HR in Region  | 4 |
| Cash conversion: | tbc |
| * Contractual compliance
* Operational Stability
* Service Delivery Targets achieved or exceeded
* Formal Audit outcomes of Green for Security, Safer Custody and Self Audit
* Compliance with HMCIP Expectations
* Compliance with Prison Service Orders and Instructions
* Functional budget within target
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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. |
| * Ensure compliance with relevant PSIs, PSOs, Sodexo policies and NOMS national frameworks.
* Effectively managing and embedding a rehabilitative culture.
* Embedding employee engagement strategies.
* Maintaining operational stability.
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Lead, deploy, develop, and engage staff efficiently and effectively to meet the functions’ work and skills’ requirements, ensure meaningful PDRs are undertaken with all reportees utilising the Management Capability Framework
* Continually review the skills and competencies of the team, addressing issues proactively
* Participate in recruitment, promotion and selection and drive towards efficient and effective use of resources
* Reviewing the talent, succession, performance and competencies of your team and addressing issues proactively
* Promote safety and decency through full compliance (evidenced as appropriate) with relevant legislation, policies, decisions, and standards, particularly with regard to health and safety, and Diversity and inclusion.
* Display the Sodexo values and Quality of Life dimensions and ensure they are embedded across your department
* To deliver against the establishment’s Safer Custody Strategy and requirements
* Complaints and applications are responded to and quality assured to ensure timeliness and appropriateness. Themes and trends are addressed
* Undertake Duty Manager Responsibilities and Adjudications
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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. |
| * Delivery of the agreed performance and contractual targets for the department, on time and within budget
* Action the agreed functional elements of the establishment and functional Business Plans/Strategies on time and within budget
* Staff engagement outcomes, IiP reviews and staff performance reflects effective leadership in line with Sodexo policies
* Accurate and timely data reflecting reductions in accidents, LTIR, near misses, Riddors, complaints, claims and incidents
* Satisfactory to good scores in audits, inspections, and surveys. Positive resident feedback on consultation
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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* A clear and demonstrable understanding of key people management tools; Capability/Competency frameworks, talent and succession, performance management
* A clear and demonstrable understanding of what makes a good leader, the skills required and the ability to motivate and engage others
* Be able to demonstrate a commitment to personal development and the development of others
* A clear and demonstrable understanding of the demands of an operational environment
* Demonstrable knowledge of relevant criminal justice / prison legislation, standards and policies to include MOJ strategy, inspection and audit processes; and knowledge of the wider criminal justice system
* Experience and understanding of managing incidents
* Proven passion for resident care that reflects Sodexo values and principles
* Previous experience of working in a prison environment

Desirable* Previous management & leadership experience in a custodial environment
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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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| * Growth, Client & Customer Satisfaction / Quality of Services provided
 | * Leadership & People Management
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| * Rigorous management of results
 | * Innovation and Change
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| * Brand Notoriety
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| * Commercial Awareness
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| * Employee Engagement
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| * Relationship Management
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| 9. Management Approval – To be completed by document owner |
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| Version | 1 | Date | September 2021 |
| Document Owner |  |

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SIGNED: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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