Job Description:
Head of Operational Assurance

Function:	Government – Justice
Position:	Head of Operational Assurance
Job holder:	TBC
Date (in job since):	TBC
Immediate manager (N+1 Job title and name):	Deputy Director
Additional reporting line to:	Director
Position location:	HMP Peterborough

1. Purpose of the Job – State concisely the aim of the job.

- To monitor compliance against the contract and performance against Schedule F targets therein
- To monitor general operational compliance through the management of action plans, the local compliance tool and the self-audit programme
- Coordination of the establishment's risk register
- The job holder has full accountability for leading the delivery of an efficient and effective Corporate Service Function.
- To provide Business Assurance to the Deputy Director.
- Regular scheduled meetings with the Client to discuss the application of contractual measures

2. Main assignments – Indicate the main activities / duties to be conducted in the job.

- Accountable for the development and completion of the establishment's Contractual Delivery Requirements and the co-ordination and update of establishment business planning objectives
- Responsible for ensuring information and outcomes on Contractual Delivery Requirements are collected and accountable to within agreed deadlines to ensure operational efficiency is maintained
- Accountable for the completion of the Compliance returns
- Accountable for the establishment's Audit and Assurance activities
- Accountable for adherence to Governance outcomes including, Information Assurance, Performance data quality and the Assurance framework
- Accountable of all the establishments assurance reporting including local Data Validation to ensure they are embedded within the establishment management structures.
- Accountable for local asset management

3. Context and main issues – Describe the most difficult types of problems the jobholder must face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- Accountable for the accurate reporting of all establishment Performance data including Hub sign off and data validation.
- Accountable for the establishment's adherence to the National Assurance Process.
- Provide leadership and direction for managers and staff within the defined work area through Briefings, building formal and informal relationships and effective communication.
- Produce relevant reports as required and ensure that the response to all correspondence are within agreed timescales.
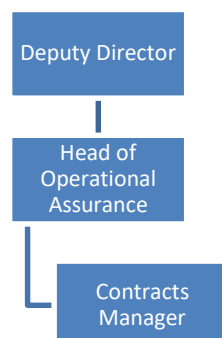
4. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- Improved contractual delivery against CDI's
- To ensure the Client has confidence in data accuracy
- Timely completion of all contractual reporting
- The Director and Deputy Director have oversight of contractual delivery requirements

6. Job profile – Describe the qualifications (Education & experience), competencies and skills needed to succeed in the position.

- Exceptional communication and leadership skills.
- A proven track record in contracts and performance mangement.
- Understanding of business objectives, policies and procedures.
- A positive attitude, flexibility and effectiveness under pressure.
- High Level risk management skills
- A clear and demonstrable understanding of key people management tools and resources
- Contract knowledge and contract and client management skills.
- Key stakeholder relationship management

7. Organization chart – Indicate schematically the position of the job within the organization. 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.

```
┌─────────────────┐
│ Deputy Director │
└─────────────────┘
        │
┌─────────────────┐
│     Head of     │
│   Operational   │
│    Assurance    │
└─────────────────┘
        │
   ┌──────────────┐
   │  Contracts   │
   │   Manager    │
   └──────────────┘
```

Received:

Date: Date:

_____   _____

Job holder   Immediate Manager