

Job Description: Deputy Director



Function:	Sodexo Justice Services
Position:	Deputy Director
Job holder:	
Date (in job since):	
Immediate manager:	Director
Additional reporting line to:	
Position location:	HMP Northumberland

1. Purpose of the Job

- To support the Director in developing and delivering strategic priorities in accordance with Company values and wider HMPPS directions.
- To ensure that resident care is of the highest possible standard.
- To supervise and direct performance within the prison in accordance with the Contract and wider requirements of the Authority.
- To provide leadership and act as a role model to staff and residents.
- To specifically lead the Residence, Security and Offender Management and Resettlement teams, ensuring cohesion within the wider prison objectives and SMT.
- To support the delivery of Health and Safety, Equality & Inclusion and Safer Custody of residents and the effective deployment of staff.
- To represent the prison and SJS in the wider community.

2. Dimensions & KPIs

Characteristics	<ul style="list-style-type: none"> • Contractual compliance • Operational Stability • Service Delivery Targets achieved or exceeded • Formal Audit outcomes of Green for Security, Safer Custody, OSAG Living Conditions and Self Audit • Compliance with HMCIP Expectations and contribution to Level 4 HMCIP ratings • Compliance with Prison Service Orders and Instructions • Retention of ISO 270001 Information Security accreditation • Functional budget within target 			

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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Director
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Deputy Director

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.

- Maintain operational stability.
- Take command of complex operational incidents and participate in incident management as required
- To anticipate risks (operational, financial, contractual and reputational), devising and implementing appropriate proactive strategies
- With guidance from the Director, plan, supervise, coordinate and continuously review the daily routine, ensuring that it meets the requirements to deliver all aspects of the Contract
- Supervise and direct performance within the prison in accordance with the Contract and wider requirements of the Authority
- Supervise, direct and create the Security, Safety and Safeguarding strategies within the prison with particular emphasis on Safer Custody and Public Protection.

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

- Ensure that resident care is of the highest standard
- With guidance from the Director and in accordance with the Company Policy and the requirements of the Authority, contribute to the development of policies and procedures for the proper operation of the prison
- Continually review the skills and competencies of the team, addressing issues proactively.
- Maintain communications and relationships with a range of external organisations focused on resettlement 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
- Supervise and participate in the study of relevant Prison Policy and Procedure and make recommendations for change where appropriate, contribute to the implementation of Company and Prison Policy and procedures, supervise and participate in the organisation, operation and services. Make recommendations to the Director for improvements effected economy, efficiency and the operations and services
- Monitor and adapt all relevant policies and tactical responses to issues,
- Participate in the development and maintenance of an operational budget by involvement in the budgetary process

6. Accountabilities – key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- Delivery of the HMPPS Contract
- Sodexo Management Capabilities band **XX**
- Direct the management of the prison in the absence of the Director

7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

Essential

- Sound understanding of the demands of an operational environment
- Experience and understanding of managing incidents
- Leadership and relationship management
- Extensive prison management experience
- Credibility and authenticity
- Stakeholder engagement
- Operational Manager

Desirables

- Project Management skills (Prince 2)
- Experience in contractual compliance and delivery

8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

<ul style="list-style-type: none"> ■ Growth, Client & Customer Satisfaction / Quality of Services provided 	<ul style="list-style-type: none"> ■ Leadership & People Management
<ul style="list-style-type: none"> ■ Rigorous management of results 	<ul style="list-style-type: none"> ■ Innovation and Change
<ul style="list-style-type: none"> ■ Financial & Business Awareness 	<ul style="list-style-type: none"> ■ Business Consulting
<ul style="list-style-type: none"> ■ Analysis and decision making 	<ul style="list-style-type: none"> ■ Impact and Influence
<ul style="list-style-type: none"> ■ Employee Engagement 	<ul style="list-style-type: none"> ■ Continuous improvement.
<ul style="list-style-type: none"> ■ Results orientation 	<ul style="list-style-type: none"> ■

9. Management Approval – To be completed by document owner

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Document Owner			