

Job Description:
PDU Senior Admin

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| Function: | Performance Unit |
| Job:  | Senior Administrator  |
| Position:  | Senior Administrator Quality & Assurance |
| Job holder: | - |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Contract and Assurance Manager |
| Additional reporting line to: | - |
| Position location: | HMP Peterborough |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| The Senior Administrator for Quality and Assurance plays a critical leadership role in driving effective delivery and continuous improvement of contractual and operational performance across the establishment. This role provides strategic oversight of the Performance and Delivery Unit (PDU), ensuring robust systems are in place to monitor performance, manage risk, and support excellence in service delivery.Key responsibilities include:* **Strategic Leadership of the PDU**: Provide effective line management of the PDU team, ensuring high standards in staff performance, development, and wellbeing, with oversight of attendance management, performance reviews, and capability frameworks.
* **Contractual Compliance and Quality Assurance**: Lead on the assurance of all contractual deliverables, ensuring that service delivery consistently meets or exceeds the requirements set out in the Prison Services Agreement. Proactively identify risks or gaps in delivery and drive remedial action through performance monitoring, action planning, and stakeholder engagement.
* **HMIP and External Inspection Readiness**: Act as the strategic lead for Her Majesty’s Inspectorate of Prisons (HMIP) inspection readiness, developing and maintaining assurance frameworks that demonstrate impact, compliance, and continuous improvement. Coordinate pre-inspection preparation, evidence gathering, and post-inspection responses in collaboration with operational and strategic partners.
* **Oversight of Statutory and Legal Correspondence**: Ensure timely and accurate management of all formal communications, including complaints, litigation, Subject Access Requests (SARs), and Ministerial correspondence, in line with legal and regulatory requirements.
* **Assurance Reporting and Governance**: Lead on the collation and support the analysis of assurance data, contributing to internal governance structures and supporting the Senior Leadership Team with evidence-based insights to inform decision-making and strategic planning.
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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. |
| This role operates within a complex and highly regulated environment, requiring the post-holder to ensure full compliance with legal, contractual, and operational standards while maintaining a strong focus on data protection, governance, and assurance.* Key responsibilities include:
* Data Protection and Legal Requests: Ensure that all requests from the Prisons and Probation Ombudsman (PPO), HM Prison and Probation Service (HMPPS/NOMS), Ministry of Justice (MoJ), and solicitors are handled promptly and in full compliance with Data Protection legislation, ensuring the integrity and confidentiality of sensitive information at all times.
* Judicial Reviews and Adjudication Appeals: Oversee the coordination and timely response to Judicial Reviews and Adjudication Appeals, ensuring adherence to relevant legal frameworks, procedural guidelines, and institutional protocols.
* Asset Management and Risk Assurance: Maintain oversight of the Asset Custodian network and the Asset Risk Register, ensuring compliance with mandatory asset management requirements. Lead on assurance processes, including the provision of up-to-date training for custodians and robust documentation of asset control measures.
* Records and Archive Management: Ensure that Records Management and Archive Rooms are maintained in accordance with the relevant Public Sector Instructions (PSIs) and retention schedules. Lead on quality assurance for record-keeping practices, promoting high standards in information governance and accessibility.
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| This is a high-impact, strategic role that places the post-holder at the center of driving assurance, accountability, and continuous improvement across the establishment. Through proactive leadership and expert oversight, the Senior Administrator for Quality and Assurance ensures the prison consistently meets its contractual, legal, and performance obligations.Key responsibilities include:* **Lead on Complaints, Correspondence, and Legal Requests**Provide oversight and coordination of all complaints, ministerial correspondence, litigation, and Subject Access Requests (SARs). Ensure that responses are not only timely and compliant, but also subject to rigorous quality assurance checks, reflecting fairness, transparency, and a learning culture.
* **Drive Data Accuracy and Insightful Reporting**Oversee the collation and submission of all establishment-wide data, ensuring it is accurate, timely, and validated. Use data intelligently to support senior leaders in performance monitoring, trend analysis, and strategic decision-making.
* **Quality Assurance of Complaints and Compliance Areas**Lead on the development and implementation of robust quality assurance processes across complaints handling, legal responses, and other key performance areas. Monitor trends, identify learning opportunities, and ensure standards are consistently high, with clear feedback loops into service improvement planning.
* **PNC Audit Management and Improvement Oversight**Coordinate regular Police National Computer (PNC) audits, ensuring compliance with national guidance. Provide clear feedback to operational teams, track actions to resolution, and embed improvements through targeted support and training.
* **Facilitate Training and Build Capability**Co-design and deliver assurance-related training sessions, briefings, and knowledge-sharing forums. Build organisational capability around governance, audit readiness, and policy compliance across staff groups.
* **Embed Policy and Regulatory Compliance**Maintain an active awareness of all relevant policy, procedural, and legislative changes. Ensure these are embedded into local operating procedures, assurance processes, and audit tools in a timely and effective manner.
* **Oversight of Data and Assurance Frameworks**Provide leadership in the collation, coordination, and quality checking of data and assurance outputs across all functional areas. Ensure frameworks are robust, evidence-based, and aligned with both contractual obligations and strategic priorities.
* **Audit and Inspection Preparation**Lead the establishment's preparation for internal and external audits, including HMIP and other scrutiny bodies. Maintain up-to-date self-assessment and assurance records, identifying risks and coordinating action plans to drive improvement and readiness.
* **Strategic Representation and Influence**Represent the PDU and assurance function at cross-functional meetings, governance boards, and external stakeholder events. Influence change through the presentation of assurance findings and drive accountability across departments.
* **Prepare Reports, Briefings, and Governance Updates**Produce high-quality assurance reports, briefings, and dashboards to support governance processes and performance reviews. Ensure outputs are accurate, analytical, and aligned with organisational priorities.
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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. |
| The Senior Administrator for Quality and Assurance holds strategic responsibility for embedding robust governance, audit, and compliance processes across the prison. The post-holder is pivotal in ensuring the establishment meets its contractual, operational, and legal obligations, while also maintaining inspection readiness and driving continuous improvement.Key accountabilities include:* **Leadership of the Performance and Delivery Unit (PDU)**Provide strategic oversight and operational leadership to the PDU team. Ensure all complaints, ministerial correspondence, litigation matters, and Subject Access Requests (SARs) are professionally managed, completed within required timescales, and subject to robust quality assurance processes.
* **Contractual Delivery and Compliance Monitoring**Lead the coordination and assurance of all deliverables outlined in the Prison Services Agreement, including Schedules D (Performance), F (Data Requirements), and I (Information and Reporting). Ensure timely, accurate data submissions using approved systems such as **Mercury, NOMIS, and BI tools**, while applying quality assurance checks to uphold data integrity.
* **Audit and Compliance Management**Develop, maintain, and oversee the establishment’s annual audit and assurance schedule. This includes internal audits (e.g. Director’s Compliance Spreadsheet), mandatory checks (e.g. PNC Audit), and assurance mapping against **HMIP Expectations**, **QAT frameworks**, and regional or national assurance reviews. Ensure findings are acted upon, risks escalated, and learning shared.
* **Inspection Readiness and Assurance Leadership**Act as a key lead for inspection readiness, particularly for HM Inspectorate of Prisons (HMIP), Independent Monitoring Board (IMB), and other scrutiny bodies. Maintain up-to-date self-assessments, thematic overviews, and action trackers that evidence compliance, improvement, and governance oversight.
* **MoJ Returns and National Requests**Coordinate the collation, validation, and timely return of all Ministry of Justice (MoJ) data and assurance requests. Ensure responses are compliant, quality-checked, and submitted through appropriate platforms, reflecting the professionalism and responsiveness of the establishment.
* **Meeting Reporting and Governance Contributions**Ensure that all allocated governance reports, briefings, and meeting submissions are factual, timely, and aligned to strategic priorities. Present assurance findings and performance data clearly to inform decision-making and action planning at senior leadership level.
* **Risk Management and Escalation**Actively monitor and manage risks relating to compliance, contractual delivery, data quality, and operational governance. Escalate emerging or significant risks through established forums (e.g. SLT, risk boards) and track mitigation actions to resolution. Ensure that assurance activity is risk-informed and proportionate.
* **Systems Leadership and Continuous Improvement**Use insights from **NOMIS, Mercury, and national dashboards** to analyse trends, highlight systemic issues, and identify opportunities for improvement. Promote a culture of accountability and evidence-based learning, ensuring that assurance and audit outcomes translate into improved service delivery and staff understanding.
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively**Experience*** Proven experience working in an assurance, compliance, audit, or governance-focused role within a public service or regulated environment.
* Demonstrable track record of managing performance data, contractual reporting, and regulatory returns.
* Experience of responding to ministerial correspondence, complaints, legal enquiries (including SARs), or similar sensitive casework.
* Experience leading, line managing, or coordinating the work of a small team in a performance-driven setting.

**Knowledge*** Strong understanding of prison operational systems, particularly NOMIS, Mercury, and Business Intelligence dashboards.
* Working knowledge of data protection, subject access, and legal response processes.
* Familiarity with HMIP Expectations, HMPPS audit regimes, and contractual requirements under the Prison Services Agreement (particularly Schedules D, F, and I).
* Awareness of risk management processes and escalation protocols in custodial or justice settings.

**Skills and Abilities*** Exceptional organisational skills with the ability to manage multiple deadlines, competing priorities, and sensitive information with discretion.
* Excellent written and verbal communication skills, with the ability to produce clear, evidence-based reports, correspondence, and briefings.
* High-level analytical skills and attention to detail, including the ability to interpret complex data sets and audit findings to drive improvement.
* Strong interpersonal skills with the confidence to influence, challenge, and collaborate with staff at all levels.
* Proficiency in Microsoft Office (especially Excel, Word, Outlook) and data platforms used in justice/public service contexts.

**Behaviours and Attributes*** Committed to public service values and improving outcomes for people in custody.
* Integrity, professionalism, and a strong sense of personal accountability.
* Curious, solutions-focused, and proactive in identifying risks and improving systems.
* Able to work both independently and as a team player within a high-pressure environment.
* Resilient and adaptable, with the emotional intelligence to manage complex or sensitive issues calmly and effectively.

**Desirable Criteria*** Experience of contributing to HMIP inspections, IMB reviews, or other external scrutiny processes.
* Previous experience working within a prison or custodial environment, or within HMPPS or MOJ structures.
* Knowledge of continuous improvement models such as PDCA, Lean, or quality assurance frameworks.
* Understanding of Civil Service governance, assurance structures, and inspection frameworks.
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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
| * Being Resilient
* Ensures accountability
* Communicates effectively
* Builds effective teams
* Decision Quality
* Courage
* Drives Results
* Strategic Thinking
* Collaborates and Partners
* Leads Change
* Stakeholder Focus
* Problem Solving
* Influence and Negotiation
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| 9. Management Approval – To be completed by document owner |
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| Version | 2.0 | Date | July 2025 |
| Document Owner | Head of Business Assurance & Performance |

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