

**Job Description**

**Head of Business Assurance & Performance HMP Peterborough**

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| Function: | Government – Justice |
| Position:  | Head of Business Assurance and Performance |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Prison Director |
| 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 job holder has full accountability for leading the delivery of an efficient and effective function including overall functional responsibilities for set targets, providing Business Assurance to the Prison Director.This includes Business Planning, identifying, implementing and supporting the achievement of business objectives. As a member of the Senior Leadership Team (SLT), the job holder will contribute and implement the Function’s objectives as defined in the establishment’s Business Plan and Roadmap. This function will include activities within the establishment Business Delivery & Planning, Audit & Assurance and interface with Finance, Health and Safety, Facilities Management and HR to monitor and support strategic priorities. The post holder will be a key contributor to strategy and delivery alongside the Director, Deputy Director and Head of Female Prison. * Drive and monitor:
	+ Compliance against Sodexo, client and contractual instructions
	+ Performance against Sodexo, client and contractual targets
	+ Operational assurance through local compliance tool, client tools and the self-audit programme
	+ The delivery of action plans
	+ Managing risk through the risk register
	+ Business continuity lead.
* Build and maintain Client Relationship through:
	+ Scheduled meetings to discuss compliance and assurance
	+ Scheduled meetings to discuss strategic changes
	+ Scheduled meetings to discuss contractual measures
	+ Delivery of scheduled reports
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| 5. 2. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| **Responsible and accountable for: -*** The development and completion of the Prison establishment’s contractual delivery requirements and the co-ordination and update of establishment business planning objectives
* The completion of the Compliance returns within stipulated timeframes
* The Prison establishment’s lead for Audit and Assurance activities, ensuring all audits are completed within contractual timeframes and requirements. To be the point of contact for all SLT members ensuring completion of audit actions.
* Adherence to Governance outcomes including, Information Assurance, Performance data quality and the prison Assurance framework
* Delivery of reports and data as per contractual requirements
* All the Prison establishments assurance reporting including local data validation to ensure they are embedded within the establishment management structures.
* Local asset management
* Manage the Prisons’ Complaints Process ensuring compliance with contract
* Delivery of business continuity
* Act as the Litigation sponsor
* Act as the designated lead for assurance and quality visits from HMIP, MQPL, and OSAG.
* The development and completion of the establishment’s service delivery requirements and the co-ordination and update of establishment development objectives
* Ensure information and outcomes on service delivery requirements are collected and accountable for ensuring Business and Performance information is available to inform the Director within agreed deadlines
* Monitoring and providing establishment performance data including sign off and data validation, ccollating all reporting requirements as per contractual obligations
* Ensure information and outcomes on service delivery requirements are collected and accountable
* Ensure logistical and practical arrangements are in place to support partnership activity within the establishment and support the work of individuals/teams linked to national contract management.
* Act as point of contact for information on all partnership working with external service providers and stakeholders including performance management information and contract management oversight of local projects
* Develop and delivering a performance framework allowing oversight of a range of partnership commissioning including local contract arrangements
* Lead in developing strategy and policy compatible with national strategy and policy to effectively support a strategic understanding of national and local contracts, and to sustain and increase partnership activity
* Completion of the Compliance return which incorporates the Statement of Internal Financial Control in collaboration with the Head of Business Management
* Management of budgets and approver for procurement within the establishment where exceptional expenditure is required within area of authority in collaboration with the Head of Business Management
* To be the interface with the client on all contractual matters

**Resource Management & Change Management*** Strategic oversight and management of the establishment’s staffing resource including workforce planning activities in collaboration with the HR Business Partner
* Ensure the establishment’s effective and efficient use of staffing resources including planning and co-ordination and stakeholder engagement activities to ensure adherence to Justice Services standards
* Support the Directorate and HR Business Partner to ensure the establishment adheres to absence management policy and local operating procedures around attendance monitoring
* Support the Directorate and HR Business Partner to develop and deliver effective staff engagement and communication strategies for the establishment
* Support the Directorate and HR Business Partner around the delivery of the establishment staff training plan
* Key SLT member for business change acting as point of contact in relation to local contracting arrangements to meet specific business change requirements when required
* Ensure effective partnership working is developed and in place

**The post holder will also be responsible for undertaking some or all other management tasks including:*** Promotion of Justice Services policy in all activities and behaviours e.g. promote diversity, decency, safety and reducing re-offending agendas
* Manage Prisoners’ Complaints Process within the Function
* Ensure all litigation claims relevant to the area have been dealt with in accordance with policy
* Oversee the compilation and regular progress reporting of performance improvement programmes.
* Attend relevant boards/meetings and actively contribute either as chair or team member
* Ensure defined work areas and associated activities comply with Health and Safety legislation. Ensure all risk assessments are undertaken, and staff are made aware of their personal responsibility towards Health and Safety compliance
* Contribute to the preparation of the establishment contingency and emergency plans and ensure implementation when required
* Carry out all aspects of people management such as Attendance Management, Disciplinary Investigations, Performance Management and Staff Appraisals
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| 2. 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. |
| * Improved contractual delivery against CDI’s
* 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
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| 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. |
| * Accountable for the accurate reporting of all Prison establishment performance data sign off and data validation.
* Accountable for the Prison 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.
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| 6. Job profile – Describe the qualifications (Education & experience), competencies and skills needed to succeed in the position. |
| * Role model senior leader - authentic leadership skills with a clear and demonstratable understanding of key people management tools and resources
* Proven track record in contracts and performance management
* Clear understanding of commercial Prison contracts, contract knowledge and contract and client management skills
* Understanding of business objectives, policies and procedures
* High level risk management skills
* Effective stakeholder relationship management – internal and external
* Exceptional communication
* A positive attitude, flexibility and effectiveness under pressure
* Proficient use of Microsoft Excel
* Understanding of Project management methodologies
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Received:

Date:       Date:

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Job holder Immediate Manager