

# Job Description:

## Head of Residential Services



Function: Sodexo Justice Services

Position: Head of Residential Services (West)

Job holder:

Date (in job since):

Immediate manager: Samantha Pariser, Deputy Director

Additional reporting line to:

Position location: HMP Northumberland

### 1. Purpose of the Job

- To manage, supervise and support Residential Managers and Senior Prison Custody Officers to ensure the effective and efficient management of all house blocks with embedded Key Work provision in line with contractual requirements. To ensure that prisoners live and associate in a safe, secure and decent environment, with H & S and Security issues remaining a priority.

### 2. Dimensions & KPIs

- |                 |   |
|-----------------|---|
| Characteristics | <ul style="list-style-type: none"><li>• Level of Contractual compliance</li><li>• Operational Stability</li><li>• Service Delivery Targets achieved or exceeded</li><li>• Formal Audit outcomes of Green for Safer Custody</li><li>• Compliance with HMCIP Expectations, MQPL and PRS ratings</li><li>• Compliance with Prison Service Orders and Instructions</li><li>• Knowledgeable, technically competent and positively engaged line managers</li><li>• Effective Risk management</li><li>• Accurate reporting and data analysis</li><li>• Available Prisoner Places</li></ul> |
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### 3. Organisation chart

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graph TD; Director --> DeputyDirector[Deputy Director]; DeputyDirector --> HeadOfResidentialServices[Head of Residential Services]; HeadOfResidentialServices --> DeputyHeadOfResidence[Deputy Head of Residence/s];
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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.

- Maintain operational stability within allocated residential units.
- Ensure equitable operational delivery is provided consistently between Residence functions.
- When necessary take command of complex operational incidents and participate in incident management as required.
- Deliver Key Work within all areas of allocated residence units in accordance with contractual and performance requirements.
- Work with the Deputy Director to anticipate risks (operational, financial, contractual and reputational), devising and implementing appropriate proactive strategies.
- With guidance from the Deputy 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.

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

- With guidance from the Deputy 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 Residential team, addressing performance issues proactively.
- Ensure that Residential areas carry out their designated activities and services to prisoners in accordance with Policy and Procedures, Health & Safety, Equality & Inclusion, Safer Custody.
- Management of purposeful activity within areas ensuring accurate weekly returns, maximising opportunities to increase purposeful activity hours and optimising vocational, educational and offending behaviour prospects for offenders.
- To ensure that prisoner care is of the highest possible standard.
- To provide leadership and act as a role model to staff and prisoners.
- To specifically lead on all Resident engagement, Quality of Life, Diversity & Inclusion, IEP, Older Residents and other resident specific work across site, ensuring cohesion within the wider prison objectives and SMT.
- Provide operational oversight and direction in respect of the delivery of Healthcare with partner agencies.
- To support the delivery of Health and Safety, Equality & Inclusion and Safer Custody of prisoners and the effective deployment of staff.
- To represent the prison and SJS in the wider community.
- Adhere and manage in accordance with all Sodexo policies and procedures.

**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 B
- As a member of the Senior Management Team develop and execute Policy, Procedures and Strategic plans
- Carry out the role of Duty Manager and undertake on call duties as required.

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

**Essential**

- Exceptional communication and leadership skills
- Proven track record in prison operational experience
- Experience and understanding of managing incidents
- Leadership and relationship management
- Extensive prison management experience
- Credibility and authenticity
- Stakeholder engagement

**Desirables**

- Project Management and Risk management skills
- Experience in contractual compliance and delivery

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

■ Growth, Client & Customer Satisfaction / Quality of Services provided	■ Leadership & People Management
■ Rigorous management of results	■ Innovation and Change
■ Financial & Business Awareness	■ Business Consulting
■ Analysis and decision making	■ Impact and Influence
■ Employee Engagement	■ Continuous improvement.
■ Results orientation	■

**9. Management Approval** – To be completed by document owner

Version	Version 3	Date	23/05/18
Document Owner	Jill Barr, HRBP		