Job Description:
Operations Unit Manager

Function:	Unit Manager (site based)
Position:	**Operations Unit Manager**
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Head of Operations
Additional reporting line to:	n/a
Position location:	HMP Addiewell

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

The Unit Manager Operations will play a leading role in the delivery of the Operations commitment at HMP Addiewell. This role will play an integral part in delivering high quality custodial services in compliance with the agreed contract.

The purpose of this role is to develop, implement and ensure adherence with local security policies and operational guidelines; and to ensure the practical implementation of policies driven by SJS or SPS as the 'Authority'. The post holder will be committed to ensuring that the prison is positioned to safely manage all operational activity and to work collaboratively with key partners in the prison and community in order to prevent and respond to any threat to security or good order.

The post holder is specifically responsible for local policy development in the areas of Reception, Front End, Staff Deployment, ECR, Gate and Operational Transport.

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			Outsourcing growth rate:	n/a	HR in Region	tbc
		Net income growth:	tbc						
		Cash conversion:	tbc						

Characteristics
- Add point

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.

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

- Maintain the security of the prison in accordance with applicable SJS / SPS operational security standards, guidance and best practice.
- Direct line management responsibility for vehicle and pedestrian access/egress, prisoner reception area and the deployment of operational staff throughout the prison
- To effectively and efficiently run areas of responsibility, giving due regard to its contribution to the overall performance delivery of the establishment and to ensure a safe, secure and decent environment is provided
- Lead and coach staff, encourage learning and development whilst ensuring compliance with corporate and human resource policies, whilst taking cognisance of Sodexo's Service Spirit, Team Spirit and Spirit of Progress
- Deal with all internal and external stakeholder engagement ethically and professionally
- Be able to explain the corporate direction and policy to staff within area of responsibility through coaching, team meetings and Huddles
- Provide creative and practical options for resolving problems within the unit and beyond
- Undertake any other management roles as and when necessary, including operational readiness
- Undertake Duty Manager Role
- Ensure compliance with Health and Safety Legislation and Infection Control Policy and Procedures e.g. safe systems of work, risk assessments, monthly reviews, COSHH etc. where applicable
- Control of sick absence and other non-effective time, overtime, and TOIL.
- Contribute to Business Planning and Quality of Life Services as well as other related Sodexo policies
- Effective teamwork within the function and with other functions within the prison

5. 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.

- Achieve ‘Reasonable’ to ‘Substantial’ scores in audit and inspection. Build then maintain an effective staff group whose PDRs are completed on time and to satisfactory quality, who have accurate job descriptions in place, whose team training needs are identified and which ultimately contributes to good staff engagement outcomes.
- To maintain a safe, secure environment for all staff and prisoners such that other key services and interventions can be delivered. This involves successful identification and mitigation of known / potential risks
- Ensure that appropriate cognisance of prison operations is taken when developing/reviewing Local Operating Procedures and Local Instructions. This includes Quality Assurance of all data associated with operational KPIs
- Delivery of the agreed performance targets for the function , on time and within budget

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

- Proven track record in management, ideally within a custodial environment
- High degree of technical knowledge of relevant physical and technical security equipment, prison legislation, inspection and audit processes, and knowledge of the wider criminal justice system.
- Experience of making decisions in a complex environment ideally within a custodial setting.
- A strong and consistent ‘moral compass’ and the ability to provide value based leadership.
- Ability to exercise sound judgement in a politicised environment.
- Project management and risk management skills
- Experience of working successfully with accrediting and regulatory bodies and implementing associated policies and practices associated with operational security of a prison.
- A proven track record of building and managing effective teams in the delivery of the business needs
- Ability to adapt very rapidly to changing priorities
- Have belief that we can change lives for the better by reducing reoffending and risk of harm, and improve the Quality of Life of those under our supervision and care
- Be an outstanding communicator, who treats others with respect, dignity and decency
- Be a confident and responsive people manager and a focused and dynamic team player.

7. 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
■ Employee Engagement	
■ Learning & Development	

8. Management Approval – To be completed by document owner

Version	2	Date 08/09/17	
Document Owner	Head of Operations - John Joyce		

9. Employee Approval – To be completed by employee

Employee Name		Date	