

Job Description:

Head of Security and Operations

Function:	Justice Services
Job:	Senior Manager
Position:	Head of Operations
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Deputy Director
Additional reporting line to:	N/A
Position location:	HMP Addiewell

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

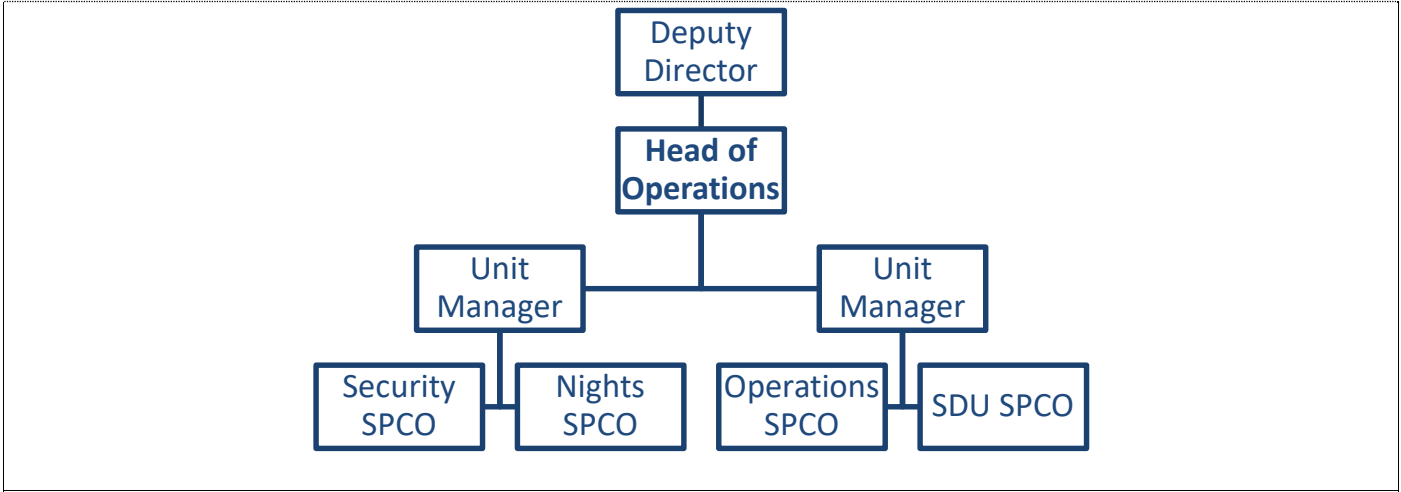
- Ensure the security of the prison and external prison escorts are maintained in line with documented procedures.
- Ensure robust deployment of staff is in place to ensure the needs of residents are enabled, contractual requirements are met and best use of resource is achieved.
- Deliver the business and contractual requirements of the Security and Operations functions.
- Develop, manage and maintain relationships with key partners both internally and externally.
- Act as the establishment Corruption Prevention lead and RIPSAs Controller.
- Management of domestic and legal visits, gatehouse, control room, operational resilience and nights.

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									

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.

- Delivery of effective strategies to manage the security and operational risks balancing these with rehabilitative approaches.
- To anticipate risks (operational, financial, contractual and reputational), devising and implementing appropriate proactive strategies.
- Effective risk management through effective intelligence collection, analysis and dissemination
- To develop & maintain significant relationships with other prison departments and with partner organizations, especially Police Scotland, SPS security functions and the Security Sub-Group.

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

- To be an innovative and strategic member of the Senior Leadership Team.
- Deliver the agreed performance and contractual targets on time and within budget.
- Effective and timely analysis of data to inform learning and continuous improvement.
- To create an environment that supports a rehabilitative culture through effective team working with senior leadership colleagues.
- Providing a safe, caring and decent environment for staff, residents and visitors
- Ensure that the public is served, by maintaining effective safeguards in line with public protection.
- Management of a safe, secure and engaging environment for residents and visitors. Jointly implement the children and family's strategy.
- Identify, manage, mitigate and review departmental risks (operational, financial, reputational, compliance, and knowledge and people); and contribute to, support and develop the management of the prison's risk management framework and process.
- Action the agreed functional elements of the business plan on time and within budget.
- Promote the healthy prison concept through full compliance (evidenced as appropriate) with relevant legislation, policies, decisions, and standards, particularly with regard to health and safety, and equality and inclusion.
- Lead, deploy, develop, and engage staff efficiently and effectively to meet the Functions' work and skills' requirements, and to contribute to succession planning process.
- To chair / co-chair relevant meetings, including TTCCG.
- Review and develop prison strategy and functional policies and procedures to deliver continuous improvement within the contractual and financial frameworks; and contribute towards, support and develop those of the prison as a whole.

- Engage effective personal and functional communication, internally and externally, to deliver your accountabilities and to promote Sodexo as provider of choice.
- Oversight of compliance to RIPSA. Acts in the role of controller to quality assure applications and risk assessments.
- Continually review the skills and competencies of the team, addressing issues proactively.
- Conduct investigations, disciplinaries, grievance hearings and appeals in accordance with Company policies and procedures
- Effective governance and quality assurance of processes.
- Reviewing the talent, succession, performance and competencies of your team and addressing issues proactively
- Manage staffing, absence and completion of PDR's in line with Company guidance and procedures.
- Timely production of management information and reports.
- Act as the establishment corruption prevention and professional standards lead.

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.

- 'No surprises' on the risk front, and managers who are trained in risk management providing clear evidence of risks being controlled.
- Monthly contributions to SLT accurately reflecting progress against targets and milestones.
- Accurate and timely data reflecting reductions in accidents, near misses, Riddors, complaints, claims, incidents, diversity complaints. Satisfactory to good scores in audit and inspection. Positive resident feedback on consultation.
- PDRs completed on time and to satisfactory quality, accurate job descriptions in place, team training needs identified and communicated to HR for inclusion in the training Plan, relevant sections of the training plan met. Good staff engagement scores. Control of sick absence and other non-effective time, overtime, and TOIL. Staff retention targets met. Succession plan in place within the function.
- Good working relationships with the client and other stakeholders. A clear understanding of and contribution to the 'Clients for Life' process. Effective networking within SPS, the criminal justice system, and the local community. Effective teamwork within the function and with other functions within the prison.

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

Essential

- Rounded operational experience in prisons, with security clearance to SC.
- Technical knowledge of relevant prison legislation, standards, inspection and audit processes; and knowledge of the wider criminal justice system.
- A strong and consistent moral compass and the ability to provide value-based leadership.
- Ability to exercise sound judgement in a politicised environment.

Desirable

- Experience of being the public face of a large organisation and conducting public speeches in a politically sensitive environment.
- Contract knowledge and contract management skills.
- Knowledge of commercial financial management processes and procedures.
- Project management and risk management skills.
- Business continuity planning

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

<div>■ Growth, Client & Customer Satisfaction</div>	<div>■ Leadership & People Management</div>
<div>■ Quality of Service Provided</div>	<div>■ Innovation & Change</div>
<div>■ Brand notoriety</div>	<div>■ Rigorous management of results</div>

9. Management Approval – To be completed by document owner

Version	1.0	Date	/2021
Document Owner	John Joyce – Deputy Director		