

Job Description:

Deputy Head of Residential Services



Function: Sodexo Justice Services	
Position: Deputy Head of Offender Management	
Job holder:	
Date (in job since):	
Immediate manager:	
Additional reporting line to:	
Position location: HMP Northumberland	

1. Purpose of the Job

To create an overarching framework that allows contracted and partner agencies to come together to ensure that the offenders whose crimes cause most damage and harm are managed in a co-ordinated way. Offer, promote and deliver diverse offender management approaches, reflecting local priorities. Support the Director and Deputy Director and Head of offender management in developing and delivering strategic priorities at HMP Northumberland in accordance with Company values and wider HMPPS directions.

2. Dimensions & KPIs

	GPP PROCESS			
	ROTL			
	Oasys QA			
	MAPPA			
Characteristics	<ul style="list-style-type: none"> • Level of Contractual compliance • Operational Stability • Service Delivery Targets achieved or exceeded • Formal Audit outcomes of Green for OMU, Re-categorisation • Compliance with HMCIP Expectations, MQPL and PRS ratings • Compliance with Prison Service Orders and Instructions including MAPPA. • Knowledgeable, technically competent and positively engaged POD managers • Effective Risk management • Accurate reporting and data analysis. 			

3. Organisation chart



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.
- When necessary take command of complex operational incidents and participate in incident management as required.
- Work with the Head of Offender Management to anticipate risks (operational, financial, contractual and reputational), devising and implementing appropriate proactive strategies.
- With guidance from the Head of Offender Management, plan, supervise, coordinate and continuously review the smooth running of the Offender management function.
- Supervise and direct performance within the prison in accordance with the Contract and wider requirements of the Authority.
- Work in partnership with the community rehabilitation company and supply chain to continue to develop service delivery and integration opportunities.

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

- Working with the Head of offender management and in accordance with the Company Policy and the requirements of the Authority, contribute to the development of policies and procedures for the effective delivery of all elements of offender management as highlighted in all LOPs.
- Continually review the skills and competencies of the staff team, addressing performance and development issues proactively.
- 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 assist with the management of Offender management and Resettlement, ensuring cohesion within the wider prison objectives and SMT.
- 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 A
- 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.
- Carry out adjudications as and when 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
- Credibility and authenticity
- Stakeholder engagement
- Serious Incident Command Training/Adjudication Training completed
- Experience in contractual compliance and delivery.
- Knowledge of Offender management

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

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Document Owner	Head of Offender Management.		