

Job Description: Head of Residence

Function: Sodexo Justice Services	
Position: Head of Residence	
Job holder:	
Date (in job since):	
Immediate manager: John Joyce - Deputy Director	
Additional reporting line to: n/a	
Position location: HMP Addiewell	

1. Purpose of the Job

- To manage, supervise and support Residential Unit Managers and Senior Prison Custody Officers to ensure the effective and efficient management of the residential areas. To ensure that residents live and associate in a safe, secure and decent environment, with health & safety, and security remaining a priority.

2. Dimensions & KPIs

Characteristics	<ul style="list-style-type: none"> Level of contractual compliance Operational stability Local delivery targets achieved or exceeded Knowledgeable, technically competent and positively engaged line managers Effective risk management Accurate reporting and data analysis Available Prisoner Places 			

3. Organisation chart

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graph TD
    DD[Deputy Director] --> HR[Head of Residence]
    HR --> RUM[Residential Unit Managers x 2]
  
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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.
- When necessary, take command of complex operational incidents and participate in incident management resolution, as required.
- 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.

- To support the delivery of the prison's business plan and overall corporate business plan and strategic direction; contributing to the overall direction of Sodexo
- As directed by the Deputy Director, plan, supervise, coordinate and continuously review the strategies associated with key areas of responsibility
- To supervise and direct the performance of the residential team, including the Separation and Care Unit in accordance with the Contract and wider requirements of the Authority, including effective relationship management with those responsible for associated interventions, case management, health & safety, diversity, equity & inclusion processes
- With guidance from the Deputy Director, and in accordance with the Company Policy and the requirements of the Authority, contribute to, and deliver in line with associated policy and procedures
- Lead and develop the team, evaluating and verifying performance through the review of completed work assignments and processes in line with company policy i.e. Aspire/PDRs etc.
- Ensure daily compliance with Schedule D & F measures specific to Residence.
- Effectively manage prison population flows to ensure contractual occupancy averages are maintained, including liaison with Scottish Prison Service colleagues.
- Ensure that resident uptake of Purposeful Activity uptake is maximised.
- Effectively manage resources, within the terms of agreed delegation levels.
- Undertake Duty Manager role on a rotational basis.
- Contribute to successful resolution of incidents through effective delivery/allocated responsibilities.
- Develop supportive working relationships and participate fully in cross-departmental functional working groups.
- Chair and lead on relevant strategy and policy groups.
- Effectively manage prisoner complaints process (PCF1), correspondence and consultation activities
- .Actively promote the aims and values of Sodexo through its corporate strategies e.g. business plan, people plan.
- To ensure that resident care is of the highest possible standard.
- To provide leadership and act as a role model to staff and residents.
- To represent the prison and Sodexo 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 against local operating procedures, business planning and strategic aims
- Local delivery targets achieved or exceeded
- Formal Audit outcomes met within timescales and to expected standard
- Compliance with HMIP(S) Expectations
- Compliance with local operating procedures
- Effective contribution to the organisational business planning and strategic direction

- As a member of the Senior Leadership Team develop and execute policy, procedures and strategic plans

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

Essential

- Custodial experience, ideally with middle or senior management experience
- Intellectual capacity
- Drive and determination
- Experience and understanding of KPIs associated with management of challenging, complex clients
- Exceptional communication skills
- Networking and stakeholder management skills
- Experience and understanding of managing incidents
- Understanding of criminal justice system
- Leadership and relationship management skills

Desirables

- Project Management and Risk Management skills
- Experience in contractual compliance and delivery
- Financial & Business Awareness
- Understanding of Scottish Criminal Justice agenda
- Research & policy development and implementation experience

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 2	Date	11/01/2022
Document Owner	John Joyce – Deputy Director		