

Job Description: Deputy Head of Residential Services



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

1. Purpose of the Job
<ul style="list-style-type: none"> To manage, supervise and support Senior Prison Custody Officers to ensure the effective and efficient management of all house blocks. 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
<p>Characteristics</p> <ul style="list-style-type: none"> Level of Contractual compliance Operational Stability Service Delivery Targets achieved or exceeded Formal Audit outcomes of Green for Safer Custody Compliance with HMCIP Expectations, MQPL and PRS ratings Compliance with Prison Service Orders and Instructions Knowledgeable, technically competent and positively engaged line managers Effective Risk management Accurate reporting and data analysis Available Prisoner Places

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 Residential Services to anticipate risks (operational, financial, contractual and reputational), devising and implementing appropriate proactive strategies.
- With guidance from the Head of Residential Services, 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.

- Working with the Head of Residential Services 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.
- Contribute to the management of the CSU, Safer Custody Team and any other department within Residential Services
- 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 assist with the management Residence and Safer Custody teams, 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 NOMS 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 SMT 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
- Serious Incident Command Training/Adjudication Training completed
- 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

		Date	15.05.2017