



NATIONAL JOB EVALUATION SCHEME

**NATIONAL BENCHMARK ROLE
PROFILES FOR OFFENDER
MANAGEMENT ROLES**

NOMS National Offender
Management Service

Working together to reduce re-offending

September 2006

To: The Joint Secretaries of the Probation Service National Negotiating Council

1. Following the role boundaries workshops held during July & August 2006 The National Job Evaluation Panel was convened on Monday 18th September to consider National Benchmark Role Profiles for Offender Managers.
2. The JE panel was convened in accordance with national agreements and comprised representatives of the NPD, Napo, Unison, line management and an independent advisor (Sue Hastings).
3. In considering the two Offender Management roles, job descriptions had been provided by 10 probation areas for the OM role (PSO) and by 6 probation areas for the Higher OM role (PO).
4. A consensus decision was reached on each of the thirteen factors for both roles and final drafts of the National Benchmark Role Profiles are attached for consideration by the Joint Secretaries.
 - The Offender Manager profile scores 443 – 469 points which places it in pay band 3
 - The Higher Level Offender Manager profile scores 525 – 548 points which places it in pay band 4.
5. There are no outstanding issues or any factors on which the panel was not unanimous in its evaluation. The only point for consideration is that of the job titles. It is recommended by the JE panel that the expressions 'PSO' and 'PO' are not used and the words 'junior' and 'senior' should be avoided.
6. Provided that the Joint Secretaries sign off these two new national benchmark Role Profiles and they are ratified by the full NNC it is proposed that they be added to the 'catalogue' of national benchmarks as profiles 54 and 55 and distributed to all areas at the earliest opportunity.

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National Probation Directorate
September 2006

PROBATION SERVICE NATIONAL BENCHMARK PROFILE

54. OFFENDER MANAGER

JOB STATEMENT

- 1) As Offender Manager, assess low/medium risk offenders including risk of harm screening; may be required to prepare fast delivery reports, including oral reports, on low risk cases
- 2) Prepare sentence plan, implement and/or oversee interventions, review and evaluate.
- 3) Supervise and motivate offenders in accordance with sentence plan.
- 4) Follow enforcement procedures and process enforcement action as required.
- 5) Enter all appropriate offender information onto computer records in accordance with national standards and other local requirements.
- 6) Ensure contact is maintained with offenders in accordance with national standards.
- 7) Refer to specialist agencies as required.
- 8) May contribute to the supervision of appropriate aspects of high risk cases as determined by the team manager or MAPPA

54. OFFENDER MANAGER

FACTOR	RATIONALE	LEVEL	POINTS
Job Knowledge	Requires knowledge of assessment and supervision, offender management requirements, approaches for low and medium risk offenders: acquired through on the job training Predominantly practical and procedural knowledge across technical/ specialist area	4	80
Mental Skills	Contributes to overall offender assessments; prepares sentence plan; ensures appropriate arrangements in place to deliver plan, problem solving / undertakes offender assessment using assessment tools; prepares sentence plan; ensures appropriate arrangements in place to deliver plan, problem solving Need to interpret information and solve varied problem; short term planning/ interpret complex information, medium term planning	3-4	39-52
Interpersonal/ Communication Skills	Interviewing skills, ability to work with groups or individuals, motivate offenders Developed interviewing, motivating skills in relation to offenders	4(a)	52
Physical Skills	Maintain case records, complete OASys forms, CRAMS Keyboard skills required for most aspects of work	3	39
Initiative & Independence	Responsibility for an allocated caseload in line with offender management procedures/ overall responsibility, organise own workload Work within recognised procedures, some room for initiative/ organise own workload, deal with unanticipated problems	3-4	39-52
Responsibility for People	Undertakes assessment of offenders, prepare and oversee sentence plan Implement offender programmes, monitor compliance	4(a)	52
Responsibility for Supervision	No formal supervisory responsibility Limited or no direct responsibility	1	13
Responsibility for Financial Resources	No mention of financial resources Limited or no direct responsibility	1	13
Responsibility for Physical Resources	Maintains offender case records Handle/process information	2(a)	26
Mental Demands	Concentration for one to one assessment and supervision, court work Medium periods of concentrated mental attention	3(c)	30
Emotional Demands	Unpredictable behaviour of offenders Regular emotional demands	3(a)	30
Physical Demands	No particular physical demands Limited physical effort	1	10
Working Conditions	Office conditions, interviews in cells, home visits Some exposure to unpleasant conditions	2	20
TOTAL PAY BAND			443-469 3

PROBATION SERVICE NATIONAL BENCHMARK PROFILE

55. OFFENDER MANAGER HIGHER LEVEL

JOB STATEMENT

- 1) Assess offenders of any category, including high risk of harm cases; prepare SDR/ fast delivery and other reports
- 2) Prepare sentence plan, implement and/or oversee interventions, review and evaluate.
- 3) Supervise and motivate offenders in accordance with sentence plan.
- 4) Follow enforcement procedures and process enforcement action as required.
- 5) Enter all appropriate offender information onto computer records in accordance with national standards and local requirements.
- 6) Ensure contact is maintained with offenders in accordance with national standards.
- 7) Refer to specialist agencies as required.
- 8) Allocate interventions to offender manager/ supervisor.
- 9) Maintain contact with offenders in custody.

55. OFFENDER MANAGER (HIGHER LEVEL)

FACTOR	RATIONALE	LEVEL	POINTS
Job Knowledge	Requires knowledge of assessment and supervision, offender management requirements, approaches for all categories of offenders: acquired through training to DipPS, NVQ4 or equivalent Theoretical, practical and procedural knowledge in specialist area	5	100
Mental Skills	Undertakes offender assessment using assessment tools, produce reports; prepares sentence plan; ensures appropriate arrangements in place to deliver plan, problem solving Complex facts, situations; medium term planning	4	52
Interpersonal/ Communication Skills	Interviewing skills, ability to work with groups or individuals, motivate offenders, including most challenging offenders Highly developed interviewing, motivating skills in relation to offenders	5(a)	65
Physical Skills	Maintain case records, complete OASys forms, CRAMS Keyboard skills required for most aspects of work	3	39
Initiative & Independence	Overall responsibility for an allocated caseload in line with offender management procedures, organise own workload Organise own workload, deal with unanticipated problems	4	52
Responsibility for People	Undertakes assessment of offenders, including high risk offenders, prepare and oversee sentence plan Implement offender programmes, monitor compliance	5(a) (b)	65
Responsibility for Supervision	No formal supervisory responsibility/ co-ordinate work of others within offender management team Limited or no direct responsibility/ some responsibility	1-2	13-26
Responsibility for Financial Resources	No mention of financial resources Limited or no direct responsibility	1	13
Responsibility for Physical Resources	Maintains offender case records Handle/process information	2(a)	26
Mental Demands	Continually monitor, review, assess high risk cases High levels of work-related pressure	4(c)	40
Emotional Demands	Unpredictable behaviour of offenders/ high risk offenders Regular emotional demands, occasional/intense emotional demands	3(a) (b) – 4(b)	30-40
Physical Demands	No particular physical demands Limited physical effort	1	10
Working Conditions	Office conditions, interviews in cells, home visits Some exposure to unpleasant conditions	2	20
TOTAL PAY BAND			525-548 4