

# Job Description: Operations Support Officer



Function:	Operations Support Officer
Position:	OSO
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	SPCO
Additional reporting line to:	
Position location:	HMP Lowdham Grange

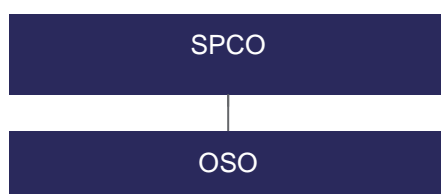
## 1. Purpose of the Job – State concisely the aim of the job.

- To maintain a safe and secure environment for staff, visitors and residents where everyone is treated with decency, dignity and respect. Create, maintain, and promote an environment which demonstrates an adherence to safety and security.

## 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							
		Net income growth:	tbc			Outsourcing growth rate:	n/a	HR in Region	tbc	
		Cash conversion:	tbc							
Characteristics    ▪    Add point										

## 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.



## 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.

- To be able to challenge with humility and remain professional at all times
- To act as an ambassador for HMP Lowdham Grange and Sodexo
- To build rapport with and be respectful to all prisoners, colleagues and visitors

Employee signed \_\_\_\_\_ Date \_\_\_\_\_

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

- Be a first point of contact to the general public and official visitors.
- Provide an efficient and effective support service to operational staff in designated locations within the prison, including Gatehouse, Control Room, Visits, Security, Vehicle escorts, escorting as required, and Residential control areas (this list is not exclusive).
- Model appropriate corporate behavioural standards including representing the establishment and the unit/department in a professional and constructive fashion.
- Operate and monitor security and supervision systems and processes within the prison.
- Operate and input data into relevant systems.
- Report any problems or concerns, potential breaches of security or Health and Safety hazards to the Duty Manager immediately.
- Ensure a thorough handover to incoming staff, making them fully aware of recent and forthcoming events.
- Undertake duties as required which contribute to the effective operation of the prison.
- To work in accordance with all Sodexo/HMPPS policies and procedures.

## 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.

- Work according to all procedures and maintain all systems relevant to ensuring the effective operation of the prison
- Work according to and respond to all contingency plans required for the maintenance of security and control.
- Model appropriate corporate behavioural standards including representing the establishment and the unit/department in a professional and constructive fashion.

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

- High level of interpersonal skills.
- Excellent customer service skills.
- Have a proactive approach to Equality and Inclusion.
- Have a proactive approach to Health and Safety.
- The ability to challenge inappropriate behaviour.
- Ability to perform tasks alone or in a team to a high standard without constant supervision.
- Proactive, systematic approach to tasks.

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

▪ Continuous improvement	▪ Impact and influence
▪ Working with others	▪ Resilience

## 9. Management Approval

Version	V2	Date	23 February 2023
Document Owner	Karen Cousins		

Employee signed \_\_\_\_\_ Date \_\_\_\_\_