**justice services**

JoB descriptions

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| Position Title  **justice services** | Maintenance Escort | Department | FM |
| Generic Job Title | Maintenance Escort | Segment | SJS |
| Team Band | Unbanded | Location | HMP Peterborough |
| Reports to | Maintenance Supervisor | Office / Unit name | Dependant on role |

## ORGANISATION StRUCTURE

Maintenance Manager / Supervisor

Head of Talent

Escort

#### Job Purpose

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

#### Accountabilities

* Be a first point of contact for contractors.
* Ensure that contractors are escorted at all times from entry to exit through out the day or night.
* Be a polite, positive and behave in a professional manner at all times.
* Model appropriate corporate behavioural standards including representing the establishment and the unit/department in a professional and constructive fashion.
* Operate and input data into Sodexo systems.
* Report any problems or concerns, potential breaches of security or Health and Safety hazards to the Duty Manager immediately.
* Report any and all information to line manager which may effect works being carried out.
* Undertake duties as required which contribute to the effective operation of the prison.
* To work in accordance with all Sodexo policies and procedures.
* Carry out other reasonable work requests as requested.

#### Key Performance Indicators (KPIs)

* All visitors and employees will be treated professionally and politely.
* Security breaches will be reported.
* Processes and procedures will be followed.

#### Skills, Knowledge and Experience

**Essential**

* High level of inter personal 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.

**Desirable**

* Good IT skills.
* Good team player.
* Good initiative.
* Motivated.
* Positive attitude.

**Competencies**

* Continuous improvement.
* Working with others.
* Impact and influence.
* Resilience.

#### Contextual or other information

* Discretion to be displayed at all times and strict confidence to be maintained in all sensitive matters.
* All mandatory training to be completed as and when required.
* Sodexo uniform and name badge to be worn at all times.

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| Document owner | Mark Thompson | | |

**Accountabilities**

**OSO - Escort**

* Promote Equality and Inclusion.
* Positively promote all aspects Health and Safety.
* Adhere to all relevant Prison Service Orders
* Complete any other task deemed necessary by the Project Lead or Operations Manager.
* Escort contractors and visitors safely and securely around the extension construction areas
* Ensure contractors comply with all prison and extension security requirements, in particular:
  + Storage and usage of tools
  + Storage and usage of construction materials
  + Storage and usage of Plant Machinery
  + Access control of site contractors and personnel
* Maintain accurate security records for audit purposes
* Compliance with the contractor and Sodexo Health and Safety regulations
* Contribute to the successful delivery of the HMP Peterborough Project

SIGNED: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

NAME: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

DATE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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