

# Job Description: Prison Custody Officer



Function:	Operational
Position:	Prison Custody Officer
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Operational Middle Manager
Additional reporting line to:	Unit Manager
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 encourages prisoners to identify and address their offending behavior. Carry out your role as a Prison Custody Officer whilst balancing authority, compassion, and empathy to effect rehabilitation. Motivating prisoners to do what is best for them within the working prison agenda.

## 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.

- Characteristics
- Prison Custody Officer (PCO)
  - High level of interpersonal skills including assertiveness and self-motivation
  - Committed to promoting and enhancing the Keywork services
  - Good level of numeracy and literacy
  - Demonstrable experience in an environment where attention to detail is essential
  - The ability to challenge inappropriate behavior
  - Ability to perform tasks alone or in a team to a high standard without constant supervision
  - Proactive, systematic approach to tasks
  - Excellent communication and people skills.
  - The ability to work well in a team and under pressure
  - Good listener and sensitive whilst maintaining professionalism
  - Reliable and punctual and understands the importance of setting standard.

## 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.

Operational Middle Manager

PCO

## 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.

- Contribute to an effective and high performing prison by actively promoting:
  - i. Anti-bullying procedures
  - ii. Prisoner Incentive and Earned Privileges Scheme
  - iii. Suicide and Self-Harm prevention procedures
  - iv. Violence Reduction Strategy
  - v. Drugs Strategy
  - vi. Health & Safety
- Deal with prisoners' requests and complaints in an honest, timely and appropriate manner in accordance with national and local policies.
- Carry out internal or external escorts of prisoners and hospital bed watches as required.
- To restrain prisoners with approved techniques of control and restraint, when appropriate.

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

- Maintain the effective supervision and control of prisoners, ensuring that all prisoners can be accounted for, at any time. This will involve unlocking and locking prisoners, supervising prisoners' movements around the establishment and conducting roll counts at specified times throughout the day.
- Establish and maintain professional and appropriate relationships with prisoners by being a positive role model and an effective Key Worker to nominated prisoners, this may involve playing an active role in the custody / sentence management arrangements for your case load.
- Your role as a Keyworker will:
  - Help prisoners to settle, feel safe and calm
  - Identify and resolve prisoner issues and concerns
  - Actively engage in a prisoner's rehabilitation and motivation
  - Encourage prisoners to be responsible and show respectful behaviour to others
  - Reflect on progress throughout the prisoner's sentence
  - Provide feedback about prisoners concerns and issues with the Keywork Managers, Prison Offender Manager (POM) or Community Offender Manager (COM)
  - Work with prisoners to co-develop their Personal Progression Plan which details the planned activities for his custodial period
  - Reflect on and develop own Keywork practice including supervision and learning opportunities
  - Document the meetings with the prisoner on auditable prison IT systems as directed
  - Have regular communication with POMs and COMS in the Offender Management Unit
  - Reflect on and develop own practice skills acquired as part of the five-minute intervention training when engaging with prisoners
  - To consult with the Keywork Managers or POMs when dealing with complex prisoners to achieve the ethos of Keywork services.
  - Comply with the required security procedures in accordance with the National Security Framework and relevant local instructions.
  - Complete objective, factual and concise reports on prisoners as required
  - Respond to a variety of incidents involving prisoners where the use of force may be necessary, restraining prisoners with approved techniques, when appropriate.
  - Know and understand the local contingency plans.
  - Carry out departmental duties and services to prisoners in accordance with the Prison Regime, Policies and Procedures.
  - Adhere to all relevant Prison Service Instructions.
  - Report any important information or intelligence to the Security Department.
  - Comply with audit requirements
  - Take an active part in rehabilitation programmes, including workshops, assessing, and advising prisoners.
  - Work in accordance with all Sodexo policies and procedures.
  - Complete any other reasonable request or task deemed necessary by management to maintain the efficient operations of the Prison.

**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.

**Competencies**

- Focusing on Client and Customer
- Personal and Influencing Skills
- Promoting the Brand

**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 including assertiveness and self-motivation
- Good level of numeracy and literacy
- Demonstrable experience in an environment where attention to detail is essential
- 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
- Excellent communication and people skills.
- The ability to and under pressure
- Good listener and sensitive whilst maintaining professionalism
- Reliable and Punctual and understands the importance of setting standards

**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
Brand Notoriety	Business Consulting
Commercial Awareness	HR Service Delivery
Employee Engagement	
Learning & Development	

**9. Management Approval** – To be completed by document owner

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Document Owner	HMP Lowdham Grange		