

Job Description:

Senior Prison Custody Officer

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| Function: | Operational |
| Position:  | Senior Prison Custody Officer |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Middle/Unit Manager |
| Additional reporting line to: |  |
| Position location: | HMP Northumberland |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * Ensure consistent deliver of contractual requirements in designated area of responsibility. Supervise, manage and make changes in accordance with delegated authority and PSOs, PSIs and LOPs. Promote a safe and secure environment for staff, visitors and prisoners where everyone is treated with decency, dignity and respect. Supervise and manage an environment which encourages offenders to identify and address their offending behaviour. Carry out your role as a Senior Prison Custody Officer whist balancing authority, compassion and empathy to effect rehabilitation. For members of staff
* Act as a reliable, competent and compassionate line manager, adhering to Sodexo Policies and taking advice from People Centre/HR as required. Create an environment which allows for personal development aligned to local vision and goals, and that manages and supports staff to ensure they deliver the best results possible.
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| 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. |
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| 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. |
| SPCO MIDDLE MANAGERSPCO SPCO Head of TalentPCO  |

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| **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:
	+ 1. Anti-bullying procedures
		2. Prisoner incentive and earned privileges scheme
		3. Suicide and self-harm prevention procedures
		4. Violence reduction strategy
		5. Drugs strategy
		6. Health & Safety
* Deal with prisoner 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, when appropriate.
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| 5. Main assignments –  |
| * Supervise and support Prison Officers with actions arising from Standard Audit, Her Majesty Inspectorate of Prisons (HMIP) Action Plans, Managing Quality of Prison Life (MQPL) surveys including local self audit action plan.
* Support and create a safe working environment for staff, prisoners and visitors by adhering to Health and Safety legislation and meet KPIs where relevant.
* To manage and be responsible for the work carried out by a group of Prison Custody Officers in a specific area of the establishment, there may be also be responsibility for OSO’s management.
* To line manage staff in line with policy, utilising the resources available on SodexoNet and at the PeopleCentre in order to support and manage staff appropriately and reasonably at all times
* To achieve key performance indicators as directed by line manager.
* Mentor staff including new recruits and arrange for other staff to provide mentoring support as required
* Co-ordinate and collate data concerning their area of work.
* Prepare and deliver team briefings and handovers as appropriate.
* Supervise and support Prison Officers and other staff when dealing with prisoner applications and other issues raised by prisoners.
* Contribute to the development and application of local policy, procedures and practice.
* Contribute to staff appraisals, feeding relevant performance information to Line Managers
* To lead, support and develop staff.
* Ensure compliance with the Local Security Strategy.
* Deploy staff resources in line with profiles.
* Comply and implement Safer Custody policies.
* Promotion of a positive and professional culture.
* Demonstrates and actively promotes pro-social role modelling
* Be responsible for taking command of all incidents from the Communications Room or Command Suite as appropriate until the arrival of the Director.
* To work in accordance with all Sodexo policies and procedures.
* To carry out any other task as directed by the Director.
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| 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. |
| * Leadership
* Continuous improvement
* Working with others
* Impact and influence
* Resilience
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| 7. Person Specification –  |
| * Clear leadership and decision making
* To be a role model for staff and prisoners
* High level of inter personal 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 work well in a team and under pressure
* Good listener and sensitive whilst maintaining professionalism
* Reliable and Punctual and understands the importance of setting standards
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| 8. Competencies –  |
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| * Growth, Client & Customer Satisfaction / Quality of Services provided
 | * Leadership & People Management
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| * Rigorous management of results
 | * Innovation and Change
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| * Brand Notoriety
 | * Business Consulting
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| * Commercial Awareness
 | * HR Service Delivery
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| * Employee Engagement
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| * Learning & Development
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| 9. Management Approval –  |
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| Version | Version 2 | Date | 13th April 2022 |
| Document Owner | Mark Creek |

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