

Job Description: Prison Custody Officer (PCO)



Function:	Operations
Position: Prison Custody Officer (PCO)	
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Senior Prison Custody Officer/Team Leader (SPCO)
Additional reporting line to:	
Position location:	HMP Bronzefield

1. Purpose of the Job

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 encourages prisoners to identify and address their offending behaviour. Use a wide range of experiences, judgements, influencing techniques and tools to be able to make informed decision making to allow prisoners to be safe and secure. Carry out the role whilst balancing authority, compassion and empathy and to motivate prisoners to do what is best for them within the working prison agenda.

2. Dimensions

Revenue FY15:	€tbc	EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	n/a
		EBIT margin:	tbc						
		Net income growth:	tbc			Outsourcing growth rate:	n/a	HR in Region	n/a
		Cash conversion:	tbc						

Characteristics ▪ HMP Bronzefield manages 572 female offenders, from remand to sentenced

3. Organisation chart



4. Context and main issues

- The role of a PCO is fundamental in changing people's lives for the better. You will provide and maintain a safe environment and encourage all offenders to participate in resettlement work in order to reduce the risk to others or themselves when they are released.
- No two days are the same, your standard duties may include; building and maintaining relationships with employees and prisoners, ensuring prisoners have access to purposeful activities and carrying out internal or external escorts of prisoners and hospital bed watches as required.
- You must also understand that prisons hold offenders with a wide range of personal experiences and

problems. This means that you are likely to work with offenders who have experience of drug and alcohol abuse, anger management problems, mental health problems, domestic violence and abuse, people who harm themselves and those that have the potential to harm others. You will receive training to help understand these experiences more fully, but this means you are likely to experience confrontation and challenge within your daily duties and need to be confident to be able to deal effectively with these situations.

- The performance/output of the PCO role impacts the operational, financial, contractual and reputational risks of the prison.

5. Main assignments

- Maintain the effective supervision and control of prisoners, focusing on Safety and Decency.
- Ensuring all prisoners can be accounted for, at any time; unlocking and locking prisoners, supervising prisoner 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 personal officer to nominated prisoners -this may involve playing an active role in the custody / sentence management arrangements for your caseload.
- Comply with the required security procedures in accordance with the National Security Framework and relevant local instructions.
- Contribute to an effective and high performing prison by actively promoting and managing:
 - Anti-bullying procedures
 - Prisoner incentive and earned privileges scheme
 - Suicide and self harm prevention procedures
 - Violence reduction strategy
 - Drugs strategy
 - Health & Safety
- Deal with prisoner requests and complaints in an honest, timely and appropriate manner in accordance with national and local policies.
- Ensure that all prisoners have access to purposeful activities that meet their individual needs.
- Carry out internal or external escorts of prisoners and hospital bed watches as required.
- Complete objective, factual and concise reports on prisoners as required.
- Respond to a potential 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, audits, objectives, policy and procedures.
- Report any important information or intelligence to the Security Department.
- Take an active part in rehabilitation programmes, including workshops, assessing and advising prisoners.
- Discretion to be displayed at all times and strict confidence to be maintained in all sensitive matters

6. Accountabilities

- The continuous process of identifying hazards, assessing risk, taking action to eliminate or reduce risk, monitoring and reviewing, in the rapidly changing circumstances of an operational incident
- A secure prison that protects the public
- A safe and decent environment for staff, visitors and prisoners
- Prisoners are cared for with decency and humanity, so as to prevent the number of incidents of violence, suicide and self-harm
- Prisoners are provided with a range of opportunities to reduce re-offending and change their lives for the better

7. Person Specification

Key Essential Strengths of a Prison Custody Officer:

- Straightforward and tell it as it is
- Consistent
- Good at connecting with people
- Treat people fairly and with respect
- Do the right thing
- Keep calm under pressure
- Quick to notice things
- Very reliable
- Get things done
- Get to the bottom of things
- Help others out
- Enjoy a challenge

8. Competencies

▪ Team Spirit

▪ Service Spirit

▪ Spirit of Progress

9. Management Approval – To be completed by document owner

Version	3	Date	03/01/18
Document Owner	Laura Wiles		