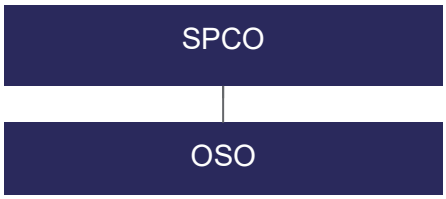
JUSTICE SERVICES

sodexo
QUALITY OF LIFE SERVICES

NIGHTS OSO – JOB DESCRIPTION

Position Title	OSO	Department	Dependant on role
Generic Job Title	Operational Support Officer	Segment	SJS
Team Band	Unbanded	Location	HMP Peterborough
Reports to	SPCO	Office / Unit name	Dependant on role

ORGANISATION STRUCTURE



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 to the general public and official visitors.
- 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.
- Provide an efficient and effective support service to operational staff in designated locations within the prison, including Gatehouse, Control Room, Visits, Security, Stores and Residential control areas.
- Operate and monitor security and supervision systems within the prison.
- 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.
- 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 policies and procedures.

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.

STOP HUNGER
A Sodexo Initiative

Skills, Knowledge and Experience

Essential

- 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.

Desirable

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

Competencies

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

Accountabilities

- Work according to night 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.
- Monitor “at risk” Prisoners at designated intervals, patrolling residential and other areas as required.
- Respond promptly and appropriately to any cell calls during the night.
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Contextual 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.

SIGNED: _____

NAME: _____

DATE: _____

Version	1	Date	13.09.2019
Document owner			