

Job Description: Night Operations Support Officer

Function:	Night Operations Support Officer
Position:	OSO
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	SPCO
Additional reporting line to:	Operations Manager
Position location:	HMP Forest Bank

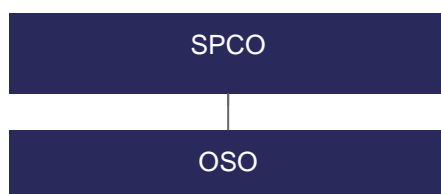
1. Purpose of the Job – State concisely the aim of the job.

- 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 demonstrates an adherence to safety and security and which promotes a positive and Rehabilitative culture at Forest Bank

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.

Revenue FY13:	€tbc	EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	tbc
		EBIT margin:	tbc			Outsourcing growth rate:	n/a	HR in Region	tbc
		Net income growth:	tbc						
		Cash conversion:	tbc						
Characteristics ■ Add point									

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.



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.

- To be able to challenge with humility and to remain professional at all times
- To act as an ambassador for HMP Forest Bank and Sodexo
- To build rapport with and be respectful to all residents, colleagues and visitors
- To be able to lone work and work as part of a team when required

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

- Monitor “at risk” residents at designated intervals, patrolling residential and other areas as required.
- Complete all administration and auditable paperwork in accordance with specified timeline and standards
- Observe any resident care plans, history sheets and observation book entries and time bound observations
- Undertake ‘first on scene’ incident response
- 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
- Operate and monitor security and supervision systems within the prison
- Operate and input data into Sodexo and HMP 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.

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.

- 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.
- Respond promptly and appropriately to any cell calls during the night.
- Concern for Resident care – full understanding of Safer Custody, ACCT, VR policies and procedures.

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.
- Must be comfortable lone working
- Excellent customer service skills.
- Have a proactive approach to Equality and Inclusion.
- Have a proactive approach to Health and Safety
- Competent and good working knowledge of IT systems, Microsoft Office
- 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.

8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

▪ Continuous improvement	▪ Impact and influence
▪ Working with others	▪ Resilience

9. Management Approval – To be completed by document owner

Version		Date	
Document Owner			

Employee signed_____

Date-----