

# Job Description: [Operational Support Officer]



Function:	Operations
Position:	<b>Operational Support Officer</b>
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Senior Prison Custody Officer
Additional reporting line to:	
Position location:	Operations

**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 demonstrates an adherence to safety and security.

**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.

OSO  
SPCO  
Head of Security & Operations

**4. Context and main issues** –

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

**OSO – Operations**

- Perform security checks and search procedures
- Perform high quality customer service duties for visitors.

**OSO – Nights**

- 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.

**OSO – Stores**

- Ensure that staff uniform is ordered and issued in line with company policy
- Ensure the timely delivery of stores to the Residential and Support Service areas of the prison
- Obtain signed receipts for all items delivered within the prison
- Operate a “just in time” (JIT) replenishment system, keeping accurate records of all stock items held in stores

**6. Main Assignments & Accountabilities** –

- 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.

**7. Person Specification** – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

- High level of inter personal 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.
- 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
- To support the Director in delivering the vision for HMP Northumberland, by ensuring that the prison

operates effectively with the corporate and local values and vision.

- Sodexo uniform and name badge to be worn at all times.

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

▪ Client & Customer Satisfaction / Quality of Services provided	▪ Continuous Improvement
▪ Working with Others	▪ Resilience
▪ Impact & Influence	▪ Excellent Communication Skills
▪ Employee Engagement	

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

Version		Date	
Document Owner			