

Job Description: Safer Custody Administrator

Function:	Safer Custody
Position:	Safer Custody Administrator
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Kelly Mitchell - Safer Custody, Senior Prison officer.
Additional reporting line to:	Yvonne Singh Safer Custody & Decency Manager
Position location:	HMP/YOI Bronzefield

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

- The job holder will provide administrative support to the Safer Custody team maintaining administration systems within specified timescales for the establishment.
- To provide general administration support to the Safer Custody team with a focus on compiling monthly statistics for Self-harm, Suicide Prevention and Violence Reduction, management of action plans, regime monitoring and pay sheets.

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.

- Provide administrative support to the Safer Custody Team, including compiling statistics, co-ordinating meetings and reviews, diary management
- Support the Safer Custody Senior Officer to compile monthly reports
- Notify Safer Custody Committee members of meetings, taking minutes and distributing to committee members
- Manage the applications to Safer Custody to ensure requests are processed within required timescales set

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

- To assist in the administration management and implementation of the ACCT & CVMM
- To undertake administrative work and filing; including drafting responses to written communication (applications, prisoners complaints and internal/external correspondence)
- To deal with incoming telephone calls from concerned outside family members of other agencies, processing the concerns with liaison with relevant members of the Bronzefield staff team
- Assist with self-audit process in relation to Safer Custody and Violence Reduction
- Minute taking at Safer Custody & Complex Meetings
- Coordination of Listener Scheme (promoting Listeners, recruitment, arranging training & meetings. Regular contact with Samaritans)
- Maintain up to date data collation spreadsheets ensuring quality recording of documents and statistics relating to safer Custody is produced and provided to the Senior Officer.
- All required reports completed and delivered within set timescales
- To provide/assist in delivering SASH training as required.
- Arrange monthly CSRA review meetings, ensuring all relevant departments are invited to attend.
- Update PNomis for all CSRA reviews completed following the review board.

The requirements listed above are representative of the knowledge, skill, and/or ability required and are not intended to be an exhaustive list of all duties, responsibilities or qualifications associated with this job.

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.

- Relationships with external agencies will be strong and any issues highlighted will be dealt with swiftly.
- Audits Including HMIP Expectations are met and evidence kept.
- Minutes of meetings are accurate and circulated within 7 days with clear actions, accountabilities and timelines noted which reflect the meeting.
- Applications to the department are responded to within agreed timeframe and appointments made accordingly.
- Quantum reports will be updated with all Closed ACCT's and Reviews recorded on time

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

Essential:

- Ability to create, build and embed relationships with internal and external stakeholders
- Computer literate with a good knowledge of Microsoft Office and ability to use in house systems
- Ability to be able to work with others and also on their own and manage own workload
- Ability to be able to consistently provide work that is accurate

Desirable:

- Experience of working in a prison environment
- Ability to speak different languages

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

<ul style="list-style-type: none"> ■ Growth, Client & Customer Satisfaction / Quality of Services provided 	<ul style="list-style-type: none"> ■ Leadership & People Management
<ul style="list-style-type: none"> ■ Rigorous management of results 	<ul style="list-style-type: none"> ■ Innovation and Change
<ul style="list-style-type: none"> ■ Brand Notoriety 	<ul style="list-style-type: none"> ■ Business Consulting
<ul style="list-style-type: none"> ■ Commercial Awareness 	<ul style="list-style-type: none"> ■ HR Service Delivery
<ul style="list-style-type: none"> ■ Employee Engagement 	
<ul style="list-style-type: none"> ■ Learning & Development 	

9. Management Approval – To be completed by document owner

Version	Kelly Mitchell	Date	23/01/2018
Document Owner			