

Job Description: Prison Custody Officer



Function:	Justice Services
Position:	Prison Custody Officer
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Senior PCO
Additional reporting line to:	
Position location:	HMP Addiewell

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

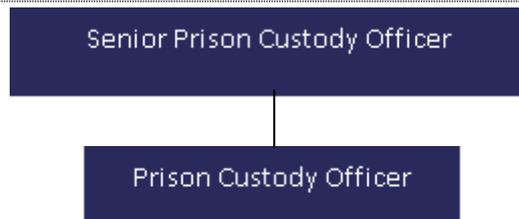
- To work with prisoners in a secure environment which focuses on meeting both their immediate and resettlement needs.

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 participate in training as required in order to keep up to date with all mandatory and refresher training.
- Promote, understand and ensure compliance with all SJS policies and procedures.
- Achieve all performance and personal objectives as detailed in PDR.

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

- Add point
- Add point
- Add point

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.

- Provide support and encouragement for prisoners to address their immediate and resettlement needs and provide opportunities, which help to reduce the risk of re-offending.
- Contribute to the delivery of the relevant elements of the establishment contract, including agreed performance measures for the function.
- Work according to and respond to all contingency and other plans required for the maintenance of security and control at the establishment.
- Provide a quality of service that is professional, courteous and of a high standard.
- To pass on personal skills/talents to appropriate prisoners/staff.
- Carry out work in accordance with policy and procedures, in particular health and safety, race relations, equal opportunity, suicide prevention and anti-bullying.
- Work within and comply fully with all security requirements at the establishment.
- Work under direct supervision of a Senior Prison Custody Officer.
- Undertaking duties with a focus on contributing towards reduced re-offending.
- Undertake duties, as required, that contribute to the effective operation of the prison.

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

Essential

- Be over the age of 18
- Have previous experience in either a people/customer facing role.

Desirable

- Have previous experience in a custodial setting.

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

▪ Growth, Client & Customer Satisfaction / Quality of Services provided	▪ Leadership & People Management
▪ Rigorous management of results	▪ Innovation and Change
▪ Brand Notoriety	▪ Business Consulting
▪ Commercial Awareness	▪ HR Service Delivery
▪ Employee Engagement	

■ Learning & Development

9. Management Approval – To be completed by document owner

Version		Date	
Document Owner			

10. Employee Approval – To be completed by employee

Employee Name		Date	
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