

Job Description: Prisoner Custody Officer



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| Function: | Sodexo Justice Services |
| Position: | Operational Support Officer |
| Job holder: | OSO |
| Date (in job since): | 04.04.2016 |
| Immediate manager (N+1 Job title and name): | TBC |
| Additional reporting line to: | TBC |
| Position location: | HMP Peterborough |

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

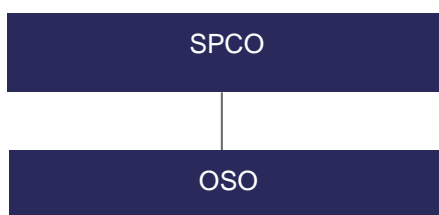
To maintain a safe and secure environment for staff, visitors and residents where everyone is treated with decency, dignity and respect. Create, maintain, and promote an environment which encourages offenders to identify and address their offending behaviour. Carry out the role as a Prisoner Custody Officer whilst balancing authority, compassion and empathy. Motivate residents to do what is best for them within the working prison agenda.

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.

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| 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 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.

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

- 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.

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.

- 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.

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.

Desirable

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

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
- Brand Notoriety
- Employee Engagement
- Innovation and Change
- Rigorous management of results
- Working with others

9. Management Approval – To be completed by document owner

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|----------------|--|------|--|
| Version | | Date | |
| Document Owner | | | |

10. Employee Approval – To be completed by employee

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| Employee Name | | Date | |
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