

# Job Description: Prison Custody Officer (PCO)



Function: Operations
Position: Prison Custody Officer (PCO)
Job holder:
Date (in job since):
Immediate manager (N+1 Job title and name): Senior Prison Custody Officer/Team Leader (SPCO)
Additional reporting line to:
Position location: HMP Bronzefield

## 1. Purpose of the Job – State concisely the aim 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 encourages offenders to identify and address their offending behaviour. Carry out the role as a Prison Custody Officer whilst balancing authority, compassion and empathy. Motivate prisoners 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.

Revenue FY15:	€tbc	EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	n/a
		EBIT margin:	tbc			Outsourcing growth rate:	n/a	HR in Region	n/a
		Net income growth:	tbc						
		Cash conversion:	tbc						
Characteristics    ■    HMP Bronzefield manages 527 female offenders, from remand to sentenced									

## 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.

- The role of a PCO is fundamental in changing people's lives for the better. You will provide and maintain a safe environment and encourage all offenders to participate in resettlement work in order to reduce the risk to others when they are released.
- No two days are the same, your standard duties may include; building and maintaining relationships with employees and prisoners, ensuring prisoners have access to purposeful activities and carrying out internal or external escorts of prisoners and hospital bed watches as required.

- You must also understand that prisons hold offenders with a wide range of personal experiences and problems. This means that you are likely to work with offenders who have experience of drug and alcohol abuse, anger management problems, mental health problems, domestic violence and abuse, people who harm themselves and those that have the potential to harm others. You will receive training to help understand these experiences more fully, but this means you are likely to experience confrontation and challenge within your daily duties and need to be confident to be able to deal effectively with these situations.

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

- Maintain the effective supervision and control of prisoners, ensuring that all prisoners can be accounted for, at any time. This will involve unlocking and locking prisoners, supervising prisoner movements around the establishment and conducting roll counts at specified times throughout the day.
- Establish and maintain professional and appropriate relationships with prisoners by being a positive role model and an effective personal officer to nominated prisoners -this may involve playing an active role in the custody / sentence management arrangements for your caseload.
- Comply with the required security procedures in accordance with the National Security Framework and relevant local instructions.
- Contribute to an effective and high performing prison by actively promoting:
  - Anti-bullying procedures
  - Prisoner incentive and earned privileges scheme
  - Suicide and self harm prevention procedures
  - Violence reduction strategy
  - Drugs strategy
  - Health & Safety
- Deal with prisoner requests and complaints in an honest, timely and appropriate manner in accordance with national and local policies.
- Ensure that all prisoners have access to purposeful activities that meet their individual needs.
- Carry out internal or external escorts of prisoners and hospital bed watches as required.
- Complete objective, factual and concise reports on prisoners as required
- Respond to a variety of incidents involving prisoners where the use of force may be necessary, restraining prisoners with approved techniques, when appropriate.
- Know and understand the local contingency plans.
- Carry out departmental duties and services to prisoners in accordance with the Prison Regime, Policy and Procedures.
- Adhere to all relevant Prison Service Orders and report any clear breaches.
- Reporting any important information or intelligence to the Security Department.
- Comply with audit requirements
- Take an active part in rehabilitation programmes, including workshops, assessing and advising prisoners;
- Work in accordance with all Sodexo policies and procedures.
- Complete any other reasonable request or task deemed necessary by management to maintain the efficient operations of the Prison.
- Discretion to be displayed at all times and strict confidence to be maintained in all sensitive matters
- A good level of fitness to be maintained
- All mandatory training to be completed as and when required
- Sodexo uniform and name badge to be worn at all times.

### Area Specific:

#### PCO – Residential

- Contribute to the delivery of the relevant elements of the establishment Contract, including agreed performance measures for the residential function.
- Undertake personal officer duties, as required, with a special focus on contributing towards reduced re-

offending.

- Work according to and respond to all contingency plans required for the maintenance of security and control at the establishment.
- Monitor vulnerable Prisoners appropriately.

#### PCO - Reception

- Initiate the process of prisoner induction by committing prisoners through reception
- Meet the needs of first night prisoner receptions

#### 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.

- A secure prison that protects the public
- A safe and decent environment for staff, visitors and prisoners
- Prisoners are cared for with humanity, with the prevention of incidents of violence, suicide and self-harm
- Prisoners are provided with a range of opportunities to reduce re-offending and change their lives for the better

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

##### Essential

- High level of inter personal skills including assertiveness and self-motivation
- Good level of numeracy and literacy
- Demonstrable experience in an environment where attention to detail is essential
- The ability to challenge inappropriate behaviour
- Ability to perform tasks alone or in a team to a high standard without constant supervision
- Ability to be proactive and have a systematic approach to tasks
- Excellent communication and people skills
- The ability to work well in a team and under pressure
- Good listener and sensitive whilst maintaining professionalism
- Reliable and punctual and understands the importance of setting standards

##### Desirable

- Experience of working in a people-facing role or with vulnerable groups
- Ability to manage conflict with successful outcomes

#### 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	▪ Team Spirit, Service Spirit and Spirit of progress
▪ Employee Engagement	
▪ Learning & Development	

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

Version	1	Date	26/01/16
Document Owner	Laura Wiles		