

JOB DESCRIPTION

Position Title	Operational Support Officer	Department	Gate / Comms / Visits
Generic Job Title	OSO	Segment	Security
Team Band	Unbanded (X)	Location	HMP & YOI Bronzefield
Reports to	Operations Manager	Office / Unit name	Operations / Security

ORGANISATION STRUCTURE



Team Work Makes the Dream Work

Job Purpose

- Provide a safe environment which promotes dignity and opportunity for all offenders and staff which meets gender specific needs of the women.
- To provide an efficient and effective first point of contact support service to all employees and visitors to HMP Bronzefield. To ensure the security of all staff, visitors, prisoners and buildings and provides a level of service that is professional and courteous.

Accountabilities or “what you have to do”

- Provide a first point of contact to the general public and official visitors in a polite and professional manner
- Ensure a thorough handover to incoming staff, making them fully aware of recent events and of any forthcoming events.
- Operate the pedestrian and vehicle access control panel
- Undertake Gate, Visits, Escorting and Communication Room duties, as assigned
- Perform searches of all vehicles and visitors in line with security procedures

- Ensure that staff escorting Prisoners to the Gate for release, have the appropriately signed Gate Passes
- Ensure the Log Book is up to date at all times and advise the Communications Room Officer of changes, including proposed movement through the Gate
- Ensure the Log Book roll is correct and update the Control Room after every movement.
- Ensure all logs, gate passes and route orders are filled on a daily basis.
- Maintain surveillance and security through the use of CCTV equipment by being alert and exercising vigilance at all times
- Monitor alarm systems and respond to them as appropriate
- Issue radios and keys to authorised personnel and control the UHF Radio
- Operate an out of hours telephone switchboard service
- Report any problems or concerns, potential breaches of security or Health and Safety hazards to the Duty Manager immediately
- Patrol the perimeter of the building and report any problems or concerns
- Undertake duties within the Visitors Centre
- Process visitors through the visits search area including searching and use of x ray machines
- Undertake escort duties of any visitors or contractors entering the prison when required
- Ensure that all keys are returned to the key safe and that the key safe remains closed during quiet periods
- To undertake duties as required that will contribute to the effective operation of HMP Bronzefield
- To have a complete working knowledge of our LSS and related PSI's / PSO's
- To understand the requirements of the Searching Strategy

Skills, Knowledge and Experience

Essential

- Be able to demonstrate excellent interpersonal skills – written and verbal
- The ability to work within a large team
- Demonstrate ability to prioritise and manage workload
- Highly motivated and willing to learn
- Knowledge or experience of customer experience service delivery
- Flexible in approach
- Ability and proven experience of working in a structured environment
- To be committed to personal development and ability to engage in learning and development as required in order to keep up to date with all mandatory and refresher training

Desirable

- Previous experience in a similar environment
- Customer service background
- Awareness of issues affecting women in custody

Contextual or other information

- 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.
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