



HM Prison & Probation Service

Job Description (JD)

Band 5

Group Profile – Custodial Manager (CM)

Job Description – CM : Safe, Decent and Secure

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Job Description

Job Title	CM : Safe, Decent and Secure
Group Profile	Custodial Manager
Organisation Level	First Line Management
Band	5

Overview of the job	This is a management job in an establishment.
Summary	<p>The job holder will provide day-to-day management of a Residential Unit/s within the establishment. They will manage the work of their group to ensure all local and national guidelines, policies and quality standards are maintained in order that tasks are carried out.</p> <p>The job holder will be required to undertake incident management response (Silver/Bronze) and undertake Orderly Officer duties via the establishment's rota. In addition to this, the job holder may be required, on a rotational basis, to be responsible for the establishment during the night period. This requirement will be based upon local risk assessment and establishment complexity.</p> <p>This is an operational job with line management responsibilities.</p>
Responsibilities, Activities and Duties	<p>The job holder will be required to carry out the following responsibilities, activities and duties:</p> <ul style="list-style-type: none"> • Undertake Orderly Officer duties when scheduled to do so, ensuring that the establishment's regime is delivered effectively and that any operational decisions or incidents are managed in line with contingency plans, seeking advice from the Duty Governor/Manager when required. • Responsible for the management of all staff within their hierarchy. This includes staff performance, development and annual appraisal through to sickness absence management and managerial enquiries. • Ensure residential services are managed whilst maintaining order, control and decency in line with local/national policies and contingency plans. <p>If the Residential Unit is used as First Night/Induction accommodation in addition the jobholder will:</p> <ul style="list-style-type: none"> • Manage all aspects of the First Night Centre/Induction, ensuring procedures are adhered to at all times and prisoners receive all elements of the induction programme before they are moved from the wing. • Manage prisoners' first night initial needs assessment process. • Manage the process for prisoners located on the wing/unit/received from Reception and ensure they are provided with basic entitlements. • Manage local systems that enable all prisoners to speak to a Listener and peer support prisoner. • Manage initial assessment paperwork for prisoners from Reception. • Manage the Induction programme, updating when required to reflect recent and relevant information.

If the residential unit is used as a Care and Separation Unit (CASU) in addition the jobholder will:

- Manage and monitor the status of Rule 45 prisoners held in the (CASU) documenting their status, including ensuring an exit strategy has been considered and outcomes recorded.
- Manage and ensure completion of all paperwork for the authorisation and subsequent time bound review of prisoners located in special accommodation or subject to mechanical restraints.
- Manage prisoners' segregation review process.
- Manage the adjudication process ensuring all adjudicators are consistent in approach and outcome. Attend the quarterly Adjudication Standardisation meeting providing data and trends for the preceding quarter.
- Attend and contribute to Rule 45 and Good Order or Discipline (GOOD) reviews for prisoners held in CASU.
- Quality assure segregation paperwork on a weekly basis from data supplied from the Supervising Officer on a daily basis which contributes to Segregation Management and Review Group (SMARG).
- Monitor and analyse Control and Restraint (C and R) paperwork undertaking monthly reviews to establish any emerging trends.
- Manage and ensure all prisoners held in the CASU have a fully completed and authorised CASU Safety Algorithm.
- Support and assist adjudicators in completing all paperwork for Fast Track appeals.
- Advise staff on adjudications and the processes involved.
- Complete Impact Assessments as required for the Single Equality Scheme (Adjudications, Use of Force and CASU).

If required and identified as the daily operational lead for Safer Custody, in addition the job holder will:

- Manage the day to day coordination, implementation and delivery of the safer custody (violence reduction, suicide prevention) policy in the establishment.
- Manage all statistics and trends in relation to safer custody ensuring they are monitored, analysed and actioned and provide monthly report to the Senior Management Team.
- Support staff through contributing to the assessment of prisoners who have been victims of bullying, violence or self-harm advising on appropriate actions to be taken.
- Ensure that all prison standards relevant to violence reduction are known and published.
- Ensure that all incidents of self-harm, bullying and assaults are reported and dealt with and that staff monitor vulnerable prisoners according to the Safer Custody/ Violence Reduction policies.
- Ensure that prisoners are interviewed following acts of violence, assaults and anti-social behaviour. Complete any required investigations and write reports.
- Attend boards and consider individual intervention plans for perpetrators and victims working with them to reduce the level of risk to others.
- Assist and support staff through contributing to the assessment of prisoners who are in an acute phase of suicide ideation or persistent self-injury.
- Act as the nominated point of contact for Deaths in Custody (DIC) and manage contingencies, representation at Coroners Court.
- Contribute towards Death In Custody (DIC) investigations and use information to update Safer Custody policy where required.
- Prepare and deliver Anti bullying, Pro- social Modelling and Assessment Care in Custody Teamwork (ACCT) training.
- Manage and quality check Cell Sharing Risk Assessments (CSRA) and ACCT.
- Manages Listeners scheme and liaises with Samaritans.

	<p>Undertake other management tasks including:</p> <ul style="list-style-type: none"> • Assist the Head of Function in developing a safe, decent and secure function. • Ensure that all staff supervise, manage and control prisoners decently, lawfully, safely and securely whilst carrying out all activities. • Work collaboratively with other managers. • Promote Prison Service policy in all activities and behaviours by promoting diversity, decency, safety and reducing re-offending agendas. • Ensure procedures are in place to monitor the personal officer scheme, ensuring prisoners' needs are met. • Ensure that staff maintain the prisoner roll. • Responsible for incident management documentation and logging onto the Incident Reporting System (IRS). • Investigate and respond to prisoner requests/complaints received. • Ensure actions arising from Standard Audit, Her Majesty's Inspectorate of Prisons (HMIP) Action Plans, Managing Quality of Prison Life (MQPL) surveys including Local Self Audit Action Plans and Resettlement strategies are delivered. • Plan staff rotas/self-rostering and work activity to plan and manage delivery of the regime. • Review open Assessment Care in Custody Teamwork (ACCT) paperwork. • Ensure all HMPPS standards and Service Delivery Indicators (SDIs) are implemented and managed within the relevant work area. • Ensure all national and local policies/procedures are implemented and compliant with National Security Framework (NSF) and Local Security Strategy (LSS). • Attend relevant boards/meetings, as directed by line manager. • Provides management and direction to staff within their area of responsibility through briefings, building informal and formal relationships and effective communication. • Produce relevant reports as required and ensure the response to all correspondence is within agreed timescales. • Manage resources to deliver the activities within the area of responsibility and contribute to the short-to-medium term business planning process. • Manage a safe working environment for staff, prisoners and visitors. Ensure Health and Safety legislation is followed ensuring Safe Systems of Work (SSOW) and risk assessments are completed in a timely manner and any faults reported promptly. • Carry out investigations as directed by commissioning authority. • Knowledge and awareness of Regulation of Investigatory Powers Act (RIPA) legislation. • Undertake all duties around Managing Challenging Behaviour. • Discharging prisoners. • Carry out management checks as required, including those for Cell Sharing Risk Assessment (CSRA) and Incentives and Earned Privileges (IEP). <p>The duties/responsibilities listed above describe the post as it is at present and is not intended to be exhaustive. The job holder is expected to accept reasonable alterations and additional tasks of a similar level that may be necessary. Significant adjustments may require re-examination under the Job Evaluation Scheme and shall be discussed in the first instance with the job holder.</p> <p>An ability to fulfil all spoken aspects of the role with confidence through the medium of English or (where specified in Wales) Welsh.</p>
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<p>Behaviours</p>	<ul style="list-style-type: none"> • Making Effective Decisions • Leadership • Communicating and Influencing • Working Together • Developing Self and Others • Managing a Quality Service
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Strengths	It is advised strengths are chosen locally, recommended 4-8.
Essential Experience	<ul style="list-style-type: none"> • Must have thorough knowledge of all security, safety, custodial procedures and Service Delivery Indicators (SDIs) relating to area of work. • Able to deal effectively and assertively with staff at all levels. • Information collation and analysis.
Technical Requirements	<ul style="list-style-type: none"> • Use of Force training • Must be a fully trained prison officer • Successfully completed either the SO or CM assessment • Successful completion of the workbook • Able user of MS Word and MS Excel
Ability	

Minimum Eligibility	<ul style="list-style-type: none"> • All candidates are subject to security and identity checks prior to taking up post. • All external candidates are subject to 6 months' probation. Internal candidates are subject to probation if they have not already served a probationary period within HMPPS. • All staff are required to declare whether they are a member of a group or organisation which HMPPS consider to be racist.
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Hours of Work (Unsocial Hours) Allowances	<p>37 hour working week (standard).</p> <p>HMPPS Staff on closed pay structures only:</p> <p>Additional Conditioned Hours Pensionable (ACHP)</p> <p>Staff moving from a closed 39 hour pay structure will be eligible for the two protected pensionable additional committed hours (ACHP). They will work a 39 hour week consisting of the standard 37 hour week and a further 2 additional hours (ACHP) paid at plain time pensionable rate.</p> <p>Unsocial Hours Working</p> <p>This role requires working regular unsocial hours and a 17% payment will be paid in addition to your basic pay to recognise this. Unsocial hours are those hours outside 0700 - 1900hrs Monday to Friday and include working evenings, nights, weekends and Bank/Public holidays.</p>
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Success Profile

Behaviours	Strengths	Ability	Experience	Technical
	It is advised strengths are chosen locally, recommended 4-8			

Making Effective Decisions			Must have thorough knowledge of all security, safety, custodial procedures and Service Delivery Indicators (SDIs) relating to area of work	Use of Force training
Leadership			Able to deal effectively and assertively with staff at all levels	Must be a fully trained prison officer
Communicating and Influencing			Information collation and analysis	Successfully completed either the SO or CM assessment
Working Together				Successful completion of the workbook
Developing Self and Others				Able user of MS Word and MS Excel
Managing a Quality Service				