

Overview of the job

Welsh speaking is essential for this vacancy.

It takes teamwork to support our prisons.

As an Operational Support Grade, you will look after the day-to-day running of a busy prison, working in a close-knit team to carry out a range of support services – everything from patrol and gate duties, to managing deliveries, supervising visitors, and monitoring phone calls and CCTV. You will work shifts and nights to keep things running. Unlike our prison officers, your contact with offenders is limited, although depending on the particular prison you may interact with offenders occasionally.

You don't need any qualifications to do this job. Helping to keep a prison running smoothly and safely requires good judgement, common sense, responsibility and, above all, teamwork.

In addition to your base pay, you will receive:

- annual leave is 25 days on appointment and will increase to 30 days after 10 years' service (calculated on a pro-rata basis)
- 9 days bank, public and privilege holidays
- access to a paid Level 2 apprenticeship in customer service
- access to the generous Civil Service pension scheme
- season ticket loans, retail discounts, an Employee Assistance Programme and a Cycle to Work scheme

National B - £20,598

The salary figures quoted are for a 37 hour working week inclusive of a 17% unsocial hours working allowance and any additional market supplement payment that will only be paid at certain locations.

Hours

You will work an average of 37 hours per week and most prisons work with a changing shift pattern which can include working some nights, weekends and public holidays (these days are added to your holiday allowance). For an example of the shift times that you could be working please visit our website

www.prisonssupportroles.co.uk

Responsibilities, activities and duties

You will be flexibly deployed to perform operational roles across the prison as required. Responsibilities, activities and duties are likely to include:

- **gate/portal duties:** ensure the secure entry and exit of staff, visitors, vehicles; carry out searches of staff, prisoners, visitors, contractors and vehicles; issue and collect staff keys/radios
- **control room:** operate the establishment radio system and monitor CCTV ensuring all suspicious activities are reported
- **visits:** book visits; identify and process visitors on their arrival, escorting them if required
- **censors/correspondence:** monitor/log mail and report any illicit or contraband items, maintaining the preservation of evidence
- **night duties:** ensure cell doors are locked/secure and all prisoners are safely accounted for
- **reception:** assist in supporting appropriate tasks in reception; photograph prisoners; collate documentation for the property process; search/x-ray incoming prisoner property and parcels; receive items for prisoners and check all seals are intact on property storage
- **prisoner supervision:** supervise prisoners as required; undertake prisoner clothing/property exchange and assist officers with free flow movement
- **food delivery:** food trolley delivery and collection, which may involve the use of an electric tug vehicle
- **driving duties:** transport prisoners and their escorts to their destination in the cellular vehicle; collect mail from local sorting office
- **phone calls:** monitor the Personal Identification Number (PIN) system, maintaining the log of PIN Phone requests from prisoners; complete all relevant paperwork keeping an audit trail of conversations; check that legal numbers are registered solicitors
- **procedures and protocol:** understand and conform to national and local policies, responding appropriately to invoke emergency procedures and the actions required in relation to incidents

How to apply

Stage 1

1. Tell us about yourself

Click apply and fill in your personal details on our application form

2. Take a short online test

When you apply, you will receive an email with detailed instructions on how to take our online test. This is a behaviour-based assessment that assesses whether you have the right natural strengths and behavioural preferences to become an Operational Support Grade. You will complete a series of mini-tasks that are designed to elicit your natural behavioural preferences (e.g. how you naturally tend to make decisions). Whilst the tasks themselves aren't set in the context of the role, they are designed to observe the behaviours that are most important for the role. This will take around 40 minutes to complete, but there is no time limit.

You don't need to be a gamer to do well on this test. We're just looking for your natural ability to succeed in the role.

Before you take the real test, we recommend taking a practice assessment through our Firefly Freedom mobile app. This will help prepare you for the real test. Download the practice test onto your mobile device by clicking one of the below links. You will need the code ADJT to take the test.

[Android Download](#) | [iOS Download](#)

Stage 2

If you pass the test, we'll invite you for an interview.

At the interview we will assess you against the following Success Profile behaviours

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- Communicating and Influencing
- Delivering at Pace
- Managing a Quality Service
- Working Together

More information on Behaviours and Success Profiles can be found [here](#).

The interview will be of a blended nature consisting of behaviours and experience

Due to the current Covid-19 restrictions the interview may be conducted in a digital format using Skype or similar applications, we will confirm the arrangements with you in the interview invite.

The interview is the ideal opportunity to tell us more about yourself, your work history or personal experiences, so we can get to know you better and assess how you will be suited to prison work.

For more information please visit our website: www.prisonssupportroles.co.uk

Job offers: 'merit' vacancy

This is a 'merit' job vacancy. If you are successful at the interview you will be added to a merit list based on your score.

When all applicants have completed the assessment, the prison will make job offers to those with the highest scores first when positions become available.

You can stay on the merit list for 12 months. After this, you'll need to apply again.

The jobholder must be able to fulfil all spoken aspects of the role with confidence in English or (when specified in Wales) Welsh.

Allowance Details

In addition you will receive 17% unsocial working allowance. This has been included in the salary figures quoted.

Additional Information

Working Arrangements & Further Information

Some of MoJ's, including NOMS, terms and conditions of service are changing as part of Civil Service reform. The changes will apply to staff joining MoJ who are new to the Civil Service. Staff joining MoJ from other civil service employers will transfer onto the new MoJ terms if they are already on 'modernised' terms in their current post or onto 'unmodernised' MoJ terms if they are on 'unmodernised' terms at their current post. Details will be available if an offer is made.

Standard working hours for this post are 37 hours per week excluding breaks which are unpaid.

If you are a current NPS employee, this vacancy may be available on a Loan basis for up to 2 years. Applications are invited from suitable qualified staff.

The Loan/Secondment is subject to the approval of the selected candidate's Business Unit, which should be obtained before confirmation of appointment.

Benefits

Annual Leave

-The holiday year runs from 1 March. If you work a non standard work pattern your leave entitlement may be expressed in either hours or days as appropriate. Leave entitlement is calculated on a pro-rata basis and you will be advised of your actual entitlement on appointment. If you were appointed internally and your leave was previously calculated in days, this will continue to be the case.

Bank, Public and Privilege Holidays

-You are entitled to 9 days (66 hours 36 minutes) in recognition of bank, public and privilege holidays. These hours are added to your annual leave allowance. There is a requirement to work some public and bank holidays subject to your shift pattern and the operational needs of the establishment

Pension

-The Civil Service offers a choice of two pension schemes, giving you the flexibility to choose the pension that suits you best.

Work Life Balance

-The Prison Service is keen to encourage alternative working arrangements. Work life balance provides greater opportunities for staff to work more flexibly wherever managers and establishments can accommodate requests to do so. The Prison Service offers flexible working subject to completion of a satisfactory probationary period and NVQ

Season Ticket Advance

-After two months' service, you'll be eligible to apply for a season ticket advance to purchase a quarterly or longer-period season ticket for travel between home and your place of work

Training

-The Prison Service is committed to staff development and offers a range of training and development opportunities, including areas such as Equality and Diversity, Dealing with Challenging Behaviour, Suicide Prevention and Anti Bullying Programmes

-There are opportunities to access promotion programmes and the Prison Service provide a variety of training appropriate to individual posts

-All staff receive security and diversity training and an individual induction programme into their new roles

Eligibility

-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 NOMS

-All staff are required to declare whether they are a member of a group or organisation which the Prison Service considers to be racist

Working for the Civil Service

A Great Place to Work for Veterans'

The 'Making the Civil Service a Great Place to work for veterans' initiative includes a guaranteed interview scheme to those who meet the minimum criteria to provide eligible former members of the Armed Forces with opportunities to secure rewarding jobs. Allowing veterans to continue to serve their country, and to bring highly skilled individuals with a broad range of experience into the Civil Service in an environment, which recognises and values your previous service in the Armed Forces.

For further details about the initiative and eligibility requirements visit:

<https://www.gov.uk/government/news/making-the-civil-service-a-great-place-to-work-for-veterans>

The [Civil Service Code](#) sets out the standards of behaviour expected of civil servants.

The Civil Service embraces diversity and promotes equality of opportunity. We recruit by merit on the basis of fair and open competition, as outlined in the Civil Service Commission's [recruitment principles](#)

We welcome and encourage applications from everyone, including groups currently underrepresented in our workforce and pride ourselves as being an employer of choice. To find out more about how we champion diversity and inclusion in the workplace, visit: <https://www.gov.uk/government/organisations/ministry-of-justice/about/equality-and-diversity>

Disability support

Tell us if you have a disability when you apply and we can offer reasonable adjustments to help with the online test and interview.

Success Profiles

Success Profiles will enable a fairer and more inclusive method of recruitment by enabling us to assess the range of experiences, abilities, strengths, behaviours and technical/professional skills required for different roles. This flexible approach to recruitment focuses more on finding the right candidate for the specific role. To find out more about Success Profiles to support your application please [click here for further guidance](#).

If you feel that your application has not been treated in line with the Civil Service Recruitment Principles, please contact SSCL (Moj-recruitment-vetting-enquiries@gov.sscl.com) in the first instance