



# National Offender Management Service

## Job Description (JD)

### Band 4

## Group Profile - Facilities and Services Supervisor (FSS)

### Job Description - FSS : Catering

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## Job Description

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| <b>Job Title</b>          | FSS : Catering                     |
| <b>Group Profile</b>      | Facilities and Services Supervisor |
| <b>Organisation Level</b> | Delivery                           |
| <b>Band</b>               | 4                                  |

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| <b>Overview of the job</b>                     | This is a Facilities and Services delivery job in an establishment with supervisory responsibilities.  |
| <b>Summary</b>                                 | <p>The job holder will be a qualified Cater and will have responsibility for the supervision of staff, prisoners and activities to deliver catering services (and Staff Mess.)</p> <p>They will ensure the provision of catering services within an establishment, contributing to the quality and quantity of meals served. They will also have supervisory responsibilities for a prisoner workforce.</p> <p>This is a non-operational role with no line management responsibilities; however they will have supervisory responsibilities for staff.</p>   |
| <b>Responsibilities, Activities and Duties</b> | <p>The job holder will be required to carry out the following responsibilities, activities and duties:</p> <ul style="list-style-type: none"> <li>• Allocate daily staff resources to activity within their Unit where appropriate</li> <li>• Supervise and support staff and prisoner in all activities within the kitchen; including food preparation and delivery</li> <li>• Create menus, incorporating any special requirements and provide meal descriptions for prisoners</li> <li>• Check receipt of deliveries, stores and stock control</li> <li>• Visit residential areas to check on hygiene standards and food service activity; offer guidance, carry out checks and support wing staff and service workers</li> <li>• Provide Food Safety, Health and Hygiene training</li> <li>• Reports equipment breakdown and records maintenance requirements</li> <li>• Assist the Catering Manager to produce meals for different events</li> <li>• Undertake all the duties of a Caterer as required</li> </ul> <p>Undertake other Supervisory tasks including :</p> <ul style="list-style-type: none"> <li>• Supervise all staff within their area of responsibility, ensuring they are briefed on the work for the day and that relevant work area is maintained to a high standard</li> <li>• Prioritise activities in-line with local procedures ensuring workload/regime is delivered escalating issues to the Catering manager when required</li> <li>• Contribute to the development of local practice, process and initiatives, ensure consistency across the unit in the application of policies and procedures affecting prisoners and staff</li> <li>• Carry out prisoner interviews, inductions and supervise prisoners within the area of work, ensuring that they are appropriately inducted and deployed, completes basic documentation relating to prisoners where required such as logging hours worked</li> <li>• Ensures prisoner security is maintained including conducting prisoner rub down and pat down searches in accordance with policy.</li> <li>• Contribute to staff appraisals providing relevant performance information to Line</li> </ul> |

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|   | <p>Managers</p> <ul style="list-style-type: none"> <li>• Manage the tool inventory and maintains security standards within the work area</li> <li>• Maintain the discipline of prisoners working within the work area. This includes issuing of behaviour warnings, governor reports and minor reports</li> <li>• Update prisoner wing files on the prison databases and confirm prisoner's attendance to work and authorise the pay</li> <li>• Complete paperwork for accident reports</li> <li>• Support the achievement of Service Delivery Indicators (SDI) and standards, checking compliance with specific policy standards and suggesting improvements</li> <li>• Undertake compliance checks, contribute to risk assessments and respond to hazards as and when appropriate</li> <li>• Ensure effective utilisation of resources and reduction of waste in area of work</li> <li>• Collect and prepare all Management Information required</li> <li>• Open and complete Assessment Care in Custody and Teamwork (ACCT) forms, Violence Reduction Incident Reports (VRIR) and Security Information Reports (SIRs) when required and contribute to Incentive Earned Privileges (IEP) reports</li> <li>• Maintain sufficient levels of stock and when required procure goods and services using procurement system ensuring value for money and compliance with procurement/finance rules</li> <li>• Promote prison service policy in all activities and behaviours by promoting diversity, decency, safety and reducing re-offending agendas</li> <li>• Operate within command mode, in-line with local contingency plans</li> </ul> <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> |
| <b>Minimum Eligibility</b>  | <ul style="list-style-type: none"> <li>• All candidates are subject to security and identity checks prior to taking up post</li> <li>• 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</li> <li>• All staff are required to declare whether they are a member of a group or organisation which the Prison Service considers to be racist</li> </ul>  |
| <b>Essential Skills/Qualifications/Accreditation/Registration</b> | <p>Job holder must hold as a minimum the following essential qualifications; level 2 certificate in Food Production within Hospitality and Catering or equivalent and either have attained higher qualifications or be working towards them as noted.</p> <p>Staff can work towards a relevant vocational qualification at level 3 or already hold formal qualifications in catering e.g. City and Guilds 7061 / 7062 or NVQ Level 3. Additionally they must hold a Food Hygiene Certificate Level 3 (intermediate level) they are required be familiar with all current health, safety and hygiene related regulations for working in a kitchen environment. Refresher training in Food Safety (HACCP) should be completed at 3 year intervals.</p> <p>NOMS staff newly promoted to a Band 4 Supervising Officer or Facilities and Services Supervisor role within Establishments will be required to undertake the Diploma in Team Leading. Newly promoted staff are expected to complete the qualification as part of the requirement of their role.</p> <p>Staff newly promoted into Band 4 Offender Supervisors or Specialist Officer roles within establishments will be expected to undertake the Diploma if they are covering or carrying out the role of Supervising Officer on a 'regular' basis.</p> <p>Staff working in establishments who were mapped to a Band 4 Supervising Officer or Facilities and Services Supervisor role as part of the F&amp;S restructuring process and staff who have re-graded to Band 4 from a higher grade are not required to complete</p>   |

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|  | <p>the qualification as they have previously worked at an equivalent level (or higher).</p> <p>When transferring to a Young Persons establishment the job holder will be required to successfully undertake an assessment to demonstrate suitability to work with Young People.</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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| <b>Hours of Work and Allowances</b> | <p>37 hour working week (standard).</p> <p>NOMS Staff on closed pay structures only:</p> <p>Additional Conditioned Hours Pensionable (ACHP)<br/>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 will be confirmed by the Recruiting Manager and only paid where applicable:</p> <p>Unsocial Hours Working<br/>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 evening, nights, weekends and Bank / Public holidays.</p> |
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