



HM Prison & Probation Service

Job Description (JD)

Band 4

Group Profile - Facilities and Services Supervisor (FSS)

Job Description - FSS : Hospitality and Catering

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Job Description

Job Title	FSS : Hospitality and Catering
Group Profile	Facilities and Services Supervisor
Organisation Level	Delivery
Band	4

Overview of the job	This is a Facilities and Services delivery job in an establishment with supervisory responsibilities.
Summary	<p>The job holder will be a qualified Caterer 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 and hospitality 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>
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"> • Allocate daily staff resources to activity within their Unit where appropriate. • Supervise and support staff and prisoners in all activities within the kitchen; including food preparation and delivery. • Create menus, incorporating any special requirements and provide meal descriptions for prisoners. • Check receipt of deliveries, stores and stock control. • Visit residential areas to check on hygiene standards and food servery activity; offer guidance, carry out checks and support wing staff and servery workers. • Provide Food Safety, Health and Hygiene training. • Reports equipment breakdown and records maintenance requirements. • Assist the Catering Manager to produce meals for different events. • Undertake all the duties of a Caterer as required. • Deliver training to prisoners in Hospitality and Catering to cover both the establishment's needs and prisoners' aspirations to work towards gaining industry recognised accreditations. • Participate in the selection process of prisoners for the area of work undertaking prisoner learning need assessments. • Induct prisoners to the area of work and train them in aspects such as health and safety, Control of Substance Hazardous to Health (COSHH), machinery and tools usage. • Maintain and update learner records including their Individual Learning Plan accordingly. • Assess and evaluate skills of prisoners including National Vocational Qualification levels 1 and 2 and other relevant industry recognised qualifications. • Undertake the registration, supervision, monitoring, assessment and accreditation of learners in accordance with awarding body requirement. • Maintain awarding body quality standards and contribute towards internal and external verification as required. • Set learning aims and learning goals, review and provide feedback on prisoner progress.

	<ul style="list-style-type: none"> • Provide support and advice on career opportunities for hospitality and catering. <p>Undertake other Supervisory tasks including :</p> <ul style="list-style-type: none"> • 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. • Prioritise activities in line with local procedures ensuring workload/regime is delivered escalating issues to the Catering Manager when required. • 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. • 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. • Ensures prisoner security is maintained including conducting prisoner rub down and pat down searches in accordance with policy. • Contribute to staff appraisals providing relevant performance information to Line Managers. • Manage the tool inventory and maintains security standards within the work area. • Maintain the discipline of prisoners working within the work area. This includes issuing of behaviour warnings, governor reports and minor reports. • Update prisoner wing files on the prison databases and confirm prisoner's attendance to work and authorise the pay. • Complete paperwork for accident reports. • Support the achievement of Service Delivery Indicators (SDI) and standards, checking compliance with specific policy standards and suggesting improvements. • Undertake compliance checks, contribute to risk assessments and respond to hazards as and when appropriate. • Ensure effective utilisation of resources and reduction of waste in area of work. • Collect and prepare all Management Information required. • 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. • 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. • Promote prison service policy in all activities and behaviours by promoting diversity, decency, safety and reducing re-offending agendas. • Operate within command mode, in line with local contingency plans. <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 • Communicating and Influencing • Working Together • Managing a Quality Service • Developing Self and Others • Leadership
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Strengths	It is advised strengths are chosen locally, recommended 4-8.
Ability	
Experience	
Technical	<p>Staff can work towards or hold qualifications and competences of skilled delivery - Catering with the addition of a level 3 award in supervision within the catering industry. Additionally they must hold a Food Hygiene Certificate Level 3. They are required be familiar with all current health, safety and hygiene related regulations for working in a kitchen environment.</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>

Minimum Eligibility	<p><i>Please do not alter this box</i></p> <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) 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 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 It is advised strengths are chosen locally, recommended 4-8	Ability	Experience	Technical
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Making Effective Decisions				Staff can work towards or hold qualifications and competences of skilled delivery - Catering with the addition of a level 3 award in supervision within the catering industry. Additionally they must hold a Food Hygiene Certificate Level 3. They are required be familiar with all current health, safety and hygiene related regulations for working in a kitchen environment.
Communicating and Influencing				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.
Working Together				
Managing a Quality Service				
Developing Self and Others				
Leadership				