

86009 - Operational Support Grade - HMP Exeter (Prison Support Role)

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Company: UK Civil Service

Location: United Kingdom

Category: other-general

Job summary

Please see job description

Job description

An extraordinary job. Done by someone like you.

The OSG role does not attract Sponsorship via the Skilled Worker visa/Tier 2 (general) work visa.

As part of our prison support team, your work will be varied and help to keep the prison moving.

This is an active role where you will be doing a range of physical tasks. These can include lifting and carrying, plus long periods of standing and walking. There will also be periods of lone working whilst undertaking tasks on both day and night shifts.

You will not always be in contact with prisoners, it depends on the prison you work in. You will have full training and a supportive team by your side.



Life as an OSG

Your job can include:

Gate duties

ensuring the secure entry and exit of staff, visitors, vehicles

carrying out searches of staff, prisoners, visitors and vehicles

walking around the prison site to escort vehicles and contractors

issuing and collecting staff keys and radios

walking around the prison site patrolling and searching perimeter fence areas

Control room

operating the prison radio system

monitoring CCTV, ensuring all suspicious activities are reported

Visits

welcoming visitors on their arrival

escorting them if needed

Correspondence

monitoring and logging mail coming into the prison

reporting any contraband items, preserving evidence where needed

Night duties

ensuring cell doors are locked and all prisoners are safely accounted for

Reception

photographing prisoners

processing prisoners's property and parcels coming into the prison

Prisoner supervision

sometimes supervising prisoners

exchanging clothing and property

helping prison officers escort prisoners around the prison

Food delivery

walking around the prison delivering and collecting food trollies, or sometimes using an electric tug vehicle

Driving duties

transporting prisoners and their escorts to their destination

collecting mail from the local sorting office, which may involve lifting heavy sacks

Phone calls

monitoring the prison's Personal Identification Number (PIN) phone system

maintaining the log of PIN phone requests from prisoners

completing relevant records

Procedures and protocol

understanding and conforming to national and local policies, responding appropriately to incidents and emergencies



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.

For further information about the role of an OSG please



National - £25,626

The salary figures quoted are for a 37 hour working week inclusive of 20% unsocial hours working allowance which is included in the salary to reflect the requirement to work nights, evening and weekend shifts.



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



Hours

Standard full time working hours are 37 hours per week. HMPPS welcomes part-time, flexible and job-sharing working patterns, where they can be accommodated and meet the demands of the role and business needs

You will work an average of 37 hours per week, and this will include working night shifts, evenings, weekends and Bank/Public holidays on a rolling shift pattern (these days are added to your holiday allowance) The frequency of night shifts will vary for each Establishment and can be discussed at interview. For an example of the shift times that you could be working please 



How to apply

Stage 1

Tell us about yourself


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

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 (, 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 test, you will have the opportunity to practice and prepare for the real test. You will receive information and a link to access this and the actual test once you apply. 



Stage 2

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

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

Communicating and Influencing

Managing a Quality Service

The interview will be of a blended nature consisting of behaviours and experience. It will provide 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. Your Strengths will also be assessed at interview, but these are not shared in advance.

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.



Due to the Covid-19 pandemic, we are taking measures to ensure both candidate and staff safety, as a result, some prisons will be conducting live video interviews. All details will be sent to you before your interview.



For more information please



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 will need to apply again.

If your application is unsuccessful at the sift/Interview stage, a six month waiting period will be applied during which time you will not be allowed to submit any further applications for Operational Support Grade positions.

CTC (Counter Terrorist Check)

If your application is successful, you will need to undergo and clear pre-employment checks. This will include His Majesty's Prison and Probation Service Enhanced Level 2 vetting, and due to the security status of the establishment Counter-Terrorism Check (CTC vetting) is also required. Proof that you have been a resident in the UK for the last 3 years is needed to complete the CTC vetting process. The residency requirements refer to the period immediately before an application is made, and not any other three-year period, or any other accumulation of time spent in the UK.

If you have been out of the country for a significant period of time (usually up to one year) and maintained your UK residency you may still be considered for vetting clearance.

For example:

- spent a significant period of time overseas without returning to the UK, but intend to return in the future
- taken a gap year before or following university
- travelled for a year
- spent time overseas visiting family

This is not an exhaustive list.

Candidates must be able to provide correct and up to date documentation when requested during the application process.

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:

The Civil Service Code sets out the standards of behaviour expected of civil servants. We recruit by merit on the basis of fair and open competition, as outlined in the Civil Service Commission's. Should you feel that the recruitment process has breached the recruitment

principles you are able to raise a formal complaint in the following order

1-☎☎☎ To Shared Service Connected Ltd (0845 241 5358 (Monday to Friday 8am - 6pm) or e mail☎);

2-☎☎☎ To Ministry of Justice Resourcing ();

3-☎☎☎ To the Civil Service Commission (details available☎)



Disability support

The Civil Service embraces diversity and promotes equal opportunities. As a Disability Confident employer, MoJ are committed to providing everyone with the opportunity to demonstrate their skills, talent and abilities, by making adjustments throughout all elements of the recruitment process and in the workplace. MoJ are able to offer an interview to disabled candidates who meet the minimum selection criteria, except in a limited number of campaigns. You will be able to request reasonable adjustments to the recruitment process within the application form. If you need additional help completing the application form, please contact the SSCL Recruitment Enquiries Team.

Person specification

Please see job description.

Behaviours

We'll assess you against these behaviours during the selection process:

Communicating and Influencing

Managing a Quality Service

Benefits

Alongside your salary of ☎25,626, HM Prison & Probation Service contributes ☎6,994 towards you being a member of the Civil Service Defined Benefit Pension scheme.

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.

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 will 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

In addition to the individual induction programme which will be delivered at the Establishment and will include security and diversity training and you will be required to attend a two week training course which will provide you with the knowledge and skills required to effectively carry out your duties.

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.

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.

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