



HM Prison & Probation Service

Job Description (JD)

Band 2

Directorate – Central Operational Services

Job Description – Family Services Contact Centre Agent 1

Document Ref.	HQ-JES-1455 Family Services Contact Centre Agent 1 v4.0
Document Type	Management
Version	4.0
Classification	Official
Date of Issue	11 March 2022
Status	Baselined
Produced by	Job Evaluation Assurance and Support Team
Authorised by	Reward Team
JD Evidence	

Job Description

Job Title	Family Services Contact Centre Agent 1
Directorate	Central Operational Services
Band	2

Overview of the job	<p>Family Services run national services for HMPPS, including Family Services Visit Booking, Help with Prison Visits, Find a Prisoner and the HMPPS Victim Helpline. Digital enquiry support is provided for a number of GOV.UK services.</p> <p>The post holder will work with the public, internal HMPPS customers and a wide range of Government Departments and Voluntary and Charitable Sector Organisations.</p> <p>The work at Family Services makes a real difference to the prisoner and their Significant Others, contributing to the wellbeing and rehabilitation of the prisoner and supporting regimes in prisons across the United Kingdom.</p> <p>The post holder works in a contact centre team, completing a range of key administrative duties. The role requires excellent customer service, organisational, IT and administrative skills; with the ability to deal with a high volume of work to the highest quality standards.</p> <p>Reports to a Contact Centre Manager. This is a non-operational HQ role based at Edward House, Birmingham, B1 2RA.</p>
Summary	<p>The Contact Centre Agent 1 has a primary role and is rostered to other duties to match workflow.</p> <ul style="list-style-type: none"> • Booking prison visits. • Dealing with prisoner location requests. • Data entry. • Basic customer enquiry resolution. • General office support work. <p>All roles have minimum processing targets. The job is fully flexible and will cover the full range of duties at this band and assist with work at Band 3 when required.</p> <p>A semi flexible shift working system matches staffing to the live services. A range of shift patterns are available.</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"> • Book prison visits by telephone, e-mail and in an online portal. • Process Find a Prisoner service requests. • Data entry of Help with Prison Visits service applications. • Customer enquiry resolution. • Post and general office support duties. <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.</p>

Behaviours	<ul style="list-style-type: none"> • Changing and Improving • Delivering at Pace • Managing a Quality Service
Strengths	It is advised strengths are chosen locally, recommended 4-8.
Essential Experience	<ul style="list-style-type: none"> • Customer service experience is beneficial.
Technical Requirements	<ul style="list-style-type: none"> • Supported training will be provided on all aspects of the role.
Ability	

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><i>Leave Blank</i></p> <p>To be used by the JES Team only</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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Changing and Improving			Customer service experience is beneficial.	Supported training will be provided on all aspects of the role.
Delivering at Pace				
Managing a Quality Service				