



# HM Prison & Probation Service

## Job Description (JD)

### Band 4

## Group Profile – Prison Officer Specialist (POS)

## Job Description – POS: New Colleagues Mentor

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# Job Description

<b>Job Title</b>	POS : New Colleagues Mentor
<b>Group Profile</b>	Prison Officer Specialist
<b>Organisation Level</b>	Delivery 3-4
<b>Band</b>	4

<b>Overview of the job</b>	<p>The priority for the New Colleagues Mentor (NCM) role will be to support new colleagues, particularly prison officers, who join their prison.</p> <p>They will make sure new staff have the uniform and equipment needed before they start and be a point of contact, advice, information, and moral support. They will arrange and facilitate the first two weeks' induction of prison officers and support them once they have completed NOA foundation training. The Operational NCM role will complement apprenticeship coaches.</p> <p>The job holder is responsible for building relationships with new staff based on trust and honesty. Meeting regularly with new staff to offer feedback and allow opportunities for open discussion and problem solving. Acting as a mentor to the new staff from pre-employment procedures and throughout their first 12 months in post, and as an expert on-boarding and outreach resource for the Governor.</p> <p>This is an operational job with no line management responsibilities.</p> <p>May have some prisoner facing activities/duties.</p>
<b>Summary</b>	<p>The key objective of the role of New Colleagues Mentor is to ensure that new recruits have a supportive and smooth onboarding experience into their new working environment, providing ongoing guidance and support. As an effective Mentor you will offer the possibility to commence the process of culture change within the prison, instilling positivity and resilience in new recruits.</p> <p>The NCM post holder will develop and oversee a prison-wide buddying scheme, focused particularly on new prison officers. Mentoring/coaching skills are highly desirable and successful candidates can be offered the opportunity as part of their personal development to study for formal qualifications.</p> <p>The job holder will provide support and advice to new staff in their first year within a challenging environment ensuring high standards of professionalism, decency, safety and security.</p> <p>A key measurement for success in the role will be a noticeable uplift in new staff retention.</p> <p>The job holder will be required to be part of the outreach programme within the local area and promote their establishment.</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>• Act as a mentor to the new staff from pre-employment procedures and throughout their first 12 months in post, and as an expert on-boarding and outreach resource for the Governor.</li> <li>• To maintain contact with the individual as a point of contact and information and helping them to prepare for their new role responding to queries.</li> <li>• Facilitate a local buddy scheme, working with Invision where required, to ensure all new colleagues have a buddy. Coordinate the induction and</li> </ul>

	<p>training for new recruits by liaising with relevant teams ensuring appropriate processes are in place. Ensure that induction timetables are set and met.</p> <ul style="list-style-type: none"> <li>• Agree allocation of local peer mentors including briefings and any required training and have this duty noted on their appraisal by their Manager.</li> <li>• Ensure arrangements are made to meet and welcome new colleagues on their first day and after early residential foundation training.</li> <li>• Meet regularly with new staff to offer feedback and allow opportunities for open discussion and problem solving. Building relationships with new staff.</li> <li>• Arrange regular new recruit forums to give an opportunity for discussion, learning and sharing. Feeding back to establishments and prison managers with regard to progression.</li> <li>• Support development plans for new entrants, ensuring development goals are set and achieved. Encourage and facilitate self-directed learning in a non-judgemental and risk-free relationship.</li> <li>• Create an open dialogue between Managers and new staff feeding back on observations for Managers to hold one to one conversations.</li> <li>• Liaise and work with the People Hub and the Business Hub to ensure all relevant tasks and actions for new recruits are processed efficiently and accurately such as epaulettes, ID Cards, setting up of IT. Ensure uniforms for operational staff have been ordered in time and are in place.</li> <li>• Work with colleagues and managers to ensure new colleagues feel supported and valued by ensuring that support and signposting protocols are made available as appropriate. Ensure that the needs of individual staff are met by ensuring equality of opportunity and access.</li> <li>• Undertake other management/administrative tasks as required and requested.</li> <li>• You may also be required to carry out duties in line with a qualified Prison Officer Specialist.</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> <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>Behaviours</b>	<ul style="list-style-type: none"> <li>• Delivering at Pace</li> <li>• Leadership</li> <li>• Communicating and Influencing</li> <li>• Working Together</li> <li>• Managing a Quality Service</li> </ul>
<b>Strengths</b>	It is advised strengths are chosen locally, recommended 4-8. Need to be added
<b>Ability</b>	<ul style="list-style-type: none"> <li>• Mentoring skills are desirable but not essential</li> <li>• Strong organisational skills, planning and attention to detail</li> <li>• Excellent communication skills</li> <li>• Role model Prison Officer with credibility gained from working effectively in establishments</li> <li>• Able user of MS Word and MS Excel</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Must be competent in custodial procedures, including dynamic risk assessments</li> <li>• Significant knowledge and experience of working in public sector prisons</li> <li>• Information collation and analysis</li> <li>• Able to deal effectively and assertively with staff at all levels.</li> </ul>

<b>Technical</b>	<ul style="list-style-type: none"> <li>• Successful completion of POELT and probation period</li> <li>• Must have Custodial Care National Vocational Qualification (NVQ) 3</li> <li>• Must be trained in restraint techniques</li> </ul>
<b>Minimum Eligibility</b>	<p><i>Please do not alter this box</i></p> <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 HMPPS.</li> <li>• All staff are required to declare whether they are a member of a group or organisation which HMPPS consider to be racist.</li> <li>• All candidates are subject to security and identity checks prior to taking up post</li> </ul>
<b>Hours of Work (Unsocial Hours) Allowances</b>	<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</p> <p>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>

## Success Profile

Behaviours	Strengths It is advised strengths are chosen locally, recommended 4-8.	Ability	Experience	Technical
Delivering at Pace		Mentoring skills are desirable but not essential	Must be competent in custodial procedures, including dynamic risk assessments	Successful completion of POELT and probation period
Leadership		Strong organisational skills, planning and attention to detail	Significant knowledge and experience of working in public sector prisons	Must have Custodial Care National Vocational Qualification (NVQ) 3
Communicating and Influencing		Excellent communication skills	Information collation and analysis	Must be trained in restraint techniques
Working Together		Role model Prison Officer with credibility gained from working effectively in establishments	Able to deal effectively and assertively with staff at all levels	
Managing a Quality Service		Able user of MS Word and MS Excel		