



HM Prison & Probation Service

Job Description (JD)

Band 4

Group Profile – Vocational Instructor

Job Description – VI : Retail Outlet

Document Ref.	OR-JES-1850-JD-B4 : VI : Retail Outlet
Document Type	Management
Version	5.0
Classification	Official
Date of Issue	17/04/2025
Status	Baselined
Produced by	Job Evaluation Assurance and Support Team
Authorised by	Reward Team

Job Description

Job Title	VI : Retail Outlet
Group Profile	Vocational Instructor
Organisation Level	Delivery
Band	Band 4

Overview of the job	<p>This is a non-operational instructional job in an establishment.</p> <p>All staff have a responsibility to safeguard and promote the welfare of children. The post holder must undertake the appropriate level of training and is responsible for ensuring that they understand and work within the safeguarding policies of the organisation.</p>
Summary	<p>The job holder will be responsible for ensuring the successful operation of the prison retail outlet which is open to the public. They will focus on training, supervising and developing prisoner “employees” by building effective, appropriate and supportive relationships through managing them in a proactive manner and promoting the decency agenda. Applies safer custody practices and complies with national and local security standards and is responsible for productivity, good order and hygiene within the outlet area. Will contribute to improving prisoners’ employability, reducing re-offending and maintaining a positive income stream.</p> <p>This is a non-operational job in an establishment with no line management responsibilities.</p>
Responsibilities, Activities and Duties	<p>The job holder will be required to carry out some or all of the following responsibilities, activities and duties:</p> <ul style="list-style-type: none"> • Supervise and motivate prisoners to work with customers including the public to deliver a quality, knowledgeable service and produce quality food and drink. • Promote and drive forward the sale of services, food and manufactured products from both local and national sources. Build a customer base and continually improve turnover and gross profit. • Supervise and drive forward the local income generation and business strategy, while creating links with internal and external organisations to deliver a community based facility and carry out necessary tasks required for adherence to legal and associated protocols. • Induct prisoners to the Retail Outlet. • Assess and evaluate skills of prisoners including National Vocational Qualification levels 1 & 2 and other relevant industry recognised qualifications. • Undertake the registration, supervision, monitoring, assessment and accreditation of learners in accordance with awarding body requirements. • Liaise with key contracted partners. <p>Undertake other instructor tasks including:</p> <ul style="list-style-type: none"> • Supervise and maintain discipline of prisoners receiving training, education or work experience. Responsible for performance, motivation, discipline, appraisal and development of prisoners. • 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. • Carry out prisoner searches on their entry and exit of the training room/ workshop. • Log attendance and approve prisoner hours worked and wages including recording piece work for individual prisoners in certain workshops.

	<ul style="list-style-type: none"> • Carry out fabric checks of work areas and maintain security of locks, bolts and bars used in these areas. • Contribute to prisoner reports including parole, sentence planning and Individual Learning Plan. • Complete regime monitoring information and update prisoner training records. • Log any tool/equipment faults, which require maintenance and repair of tools. • Conduct risk and health and safety assessments on consumables under Safer Custody guidelines. • Order materials and estimate usage in order to meet work learning targets. • Participate in self-audit and in achieving Service Delivery Indicators (SDIs). • Complete administration activities to support the smooth running of the workshop. • Open up individual learning paths for learner and keep them updated. • Locate individual learners' Maths and English levels for their initial assessment and support them in developing their skills further. • Advise and assist learners in seeking appropriate and relevant employment opportunities upon resettlement. <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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Behaviours	<ul style="list-style-type: none"> • Leadership • Communicating and Influencing • Working Together • Managing a Quality Service
Strengths	It is advised strengths are chosen locally, recommended 4-8.
Experience	
Technical requirements	<ul style="list-style-type: none"> • Job holder must hold as a minimum the following essential qualifications; level 2 certificate in Food Preparation and Cooking or equivalent City and Guilds 7061/7062 or equivalent and either have attained higher qualifications or be working towards them as noted. • Staff can work towards a relevant vocational qualification such as level 3 or already hold formal qualifications in catering e.g. City and Guilds 7063 or NVQ level 3. Additionally, they must hold a Food Hygiene Certificate level 3 (intermediate level). They are required to 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. • Will hold or be working towards a Vocational qualification at level 2 in Retail. • Knowledge of accreditation process including the Qualification and Credit Framework. • Is committed to gaining an assessor award required by relevant Awarding Bodies, within one year. • 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.

Ability	
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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>Unsocial Hours Working will be confirmed by the Recruiting Manager and only paid where applicable:</p> <p>Unsocial Hours Working:</p> <p>This role requires working regular unsocial hours as part of the normal shift commitment 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 including working evenings, nights, weekends and Bank/Public holidays.</p>
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Success Profile

Behaviours	Strengths <small>It is advised strengths are chosen locally, recommended 4-8</small>	Ability	Experience	Technical
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Leadership				Job holder must hold as a minimum the following essential qualifications; level 2 certificate in Food Preparation and Cooking or equivalent City and Guilds 7061/ 7062 or equivalent and either have attained higher qualifications or be working towards them as noted.
Communicating and Influencing				Staff can work towards a relevant vocational qualification such as level 3 or already hold formal qualifications in catering e.g. City and Guilds 7063 or NVQ level 3. Additionally, they must hold a Food Hygiene Certificate level 3 (intermediate level). They are required to 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.
Working Together				Will hold or be working towards a Vocational qualification at level 2 in Retail.
Managing a Quality Service				Knowledge of accreditation process including the Qualification and Credit Framework.
				Is committed to gaining an assessor award required by relevant Awarding Bodies, within one year.
				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.