



HM Prison & Probation Service

Group Profile: Custodial Manager Band 5

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Group Profile

Group Profile Name	Custodial Manager
Organisation Level	First Line Management – The Jobs at this level will provide first line management for a team of people within their area of responsibility. Will manage delivery of the regime, work routines and activities appropriate to their area of responsibility which may span one or more departments.
Band	5

Overview	<p>Job holders within this Group Profile will provide line management to staff in specific areas of the establishment.</p> <p>This is an operational job with line management responsibilities.</p>
Characteristics	<p>Typical tasks associated with this Group Profile include:</p> <ul style="list-style-type: none"> • Assist the Head of Function in developing and delivering the offender management unit • Ensure that all staff supervise, manage and control prisoners decently, lawfully, safely and securely whilst carrying out all activities • Promote Prison Service policy in all activities and behaviours by promoting diversity, decency, safety and reducing re-offending agendas • Work collaboratively with other managers • Responsible for incident management documentation and logging onto the Incident Reporting System (IRS) • Ensure actions arising from Standard Audit, His Majesty Inspectorate of Prisons (HMIP) Action Plans, Managing Quality of Prison Life (MQPL) surveys including Local Self Audit Action Plans and Resettlement strategies are delivered • Plan staff rotas/self-rostering and work activity to plan and manage delivery of the regime • Review open Assessment Care in Custody Teamwork (ACCT) paperwork • Investigate and manage prisoners' complaints within the group • Ensure all HMPPS standards and Service Delivery Indicators (SDIs) are implemented and managed within the relevant work area • Ensure all national and local policies/procedures are implemented and compliant with National Security Framework (NSF) and Local Security Strategy (LSS) • Attend relevant boards/meetings, as directed by line manager • Provides management and direction to staff within their area of responsibility through briefings, building informal and formal relationships and effective communication • Produce relevant reports as required and ensure the response to all correspondence is within agreed timescales • Manage resources to deliver the activities within the area of responsibility and contribute to the short-to-medium term business planning process

	<ul style="list-style-type: none"> • Manage a safe working environment for staff, prisoners and visitors. Ensure Health and Safety legislation is followed ensuring Safe Systems of Work (SSOW) and risk assessments are completed in a timely manner and any faults reported promptly • Contribute to prisoner reports including sentence planning and parole reports when required • Carry out investigations as directed by commissioning authority • Knowledge and awareness of Regulatory of Investigatory Powers Act (RIPA) legislation • Undertake all duties around Managing Challenging Behaviour • Discharging prisoners • Carry out management checks as required, including those for Cell Sharing Risk Assessment (CSRA) and Incentives and Earned Privileges (IEP)
Job Descriptions relating to this Group Profile	<p>The role holder once in post will be in matched to a job description a sample list is attached below. The post is rotational* so the job holder during their career could carry out the role of several job descriptions.</p> <p>*CM : Physical Education and Staff Support (PESS) Manager is non-rotational.</p> <ul style="list-style-type: none"> • Custodial Manager : Safe Decent & Secure • Custodial Manager : Safe Decent & Secure YP • Custodial Manager : Security • Custodial Manager : Security YP • Custodial Manager : Operations • Custodial Manager : Operations YP • Custodial Manager : Activities • Custodial Manager : Offender Management Unit • Custodial Manager : Corruption Prevention • Custodial Manager : Dedicated Search Team • Custodial Manager : Safer Custody • Custodial Manager : Safeguarding YP • Custodial Manager : Nights • Custodial Manager : Nights YP • Custodial Manager : Programmes • Custodial Manager : Mother & Baby Unit • Custodial Manager : Healthcare • Custodial Manager : People • Custodial Manager : Dog Section • Custodial Manager : Casework Unit YP • Custodial Manager : Special Secure Unit • Custodial Manager : Residential Therapeutic Communities • Custodial Manager : Activities and Welfare Services IRC • Custodial Manager : Safer Detention IRC • Custodial Manager : Operations IRC • Custodial Manager : Security IRC • Custodial Manager : People IRC • Custodial Manager : Safe Decent and Secure IRC • Custodial Manager : Regional Search Dog Co-ordinator • Custodial Manager : Regional Intelligence & Search Dog Unit • Custodial Manager : Youth Custody Service

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	<ul style="list-style-type: none"> • Custodial Manager : Learning and Capability • Custodial Manager : Corruption Prevention and Counter Terrorism HSE ONLY • Custodial Manager : Physical Education and Staff Support (PESS) Manager
Minimum Eligibility	<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 considers to be racist.
Essential Skills/Qualifications/Accreditation/Registration	<p>Job holders must complete specific training in their specialism once they take up post.</p> <p><u>Internal applicants</u></p> <p>Newly promoted staff to the following Band 5 first line manager roles (Hub Managers, Custodial Managers and Facilities & Services Managers) in Establishments are required to complete a qualification as part of their work objectives where these training packages are available</p> <p>Staff that have mapped or re-graded to Band 5 who have previously worked at an equivalent level will not be required to undertake the qualification.</p> <p><u>External applicants</u></p> <p>All external staff joining as a Band 5 Hub Manager or Facilities and Services Manager in an Establishment are required to complete the qualification where available.</p>

Hours of Work and 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</p> <p>This role requires working regular unsocial hours and a payment at the current approved organisation rate will be made in addition to your basic pay to recognise this.</p> <p>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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Behaviours	<ul style="list-style-type: none"> • Making Effective Decisions • Leadership • Communicating and Influencing • Working Together • Developing Self and Others • Managing a Quality Service
Strengths	<p>N.B. The below are for guidance only, it is advised strengths are chosen locally, recommended 4-8.</p> <ul style="list-style-type: none"> • Service Focussed • Problem Solver • Organiser • Team Leader • Explainer • Disciplined • Inclusive
Essential Experience	<ul style="list-style-type: none"> • Must have thorough knowledge of all security, safety, custodial procedures and Service Delivery Indicators (SDIs) relating to area of work. • Able to deal effectively and assertively with staff at all levels • Information collation and analysis
Technical Requirements	<p>N.B these are the technical requirements for the group profile, please check the individual job description relating to this group profile for the any job specific requirements and add if required.</p> <ul style="list-style-type: none"> • Use of Force training • Must be a fully trained prison officer • Successfully completed either the SO or CM assessment • Successful completion of the workbook • Able user of MS Word and MS Excel
Ability	

Success Profile

Behaviours	Strengths N.B. The below are for guidance only, it is advised strengths are chosen locally, recommended 4-8.	Ability	Experience	Technical N.B these are the technical requirements for the group profile, please check the individual job description relating to this group profile for the any job specific requirements and add if required.
Making Effective Decisions	Service Focussed		Must have thorough knowledge of all security, safety, custodial procedures and Service Delivery Indicators (SDIs) relating to area of work.	Use of Force training
Leadership	Problem Solver		Able to deal effectively and assertively with staff at all levels	Must be a fully trained prison officer
Communicating and Influencing	Organiser		Information collation and analysis	Successfully completed either the SO or CM assessment
Working Together	Team Leader			Successful completion of the workbook
Developing Self and Others	Explainer			Able user of MS Word and MS Excel
Managing a Quality Service	Disciplined			
	Inclusive			