



Job Description

Job Title:	Visit Centre Worker, Meet and Greet
Location:	HMP Dovegate
Hours:	28 per week
Salary:	£18,505.76 per annum (Optional Pension Scheme available)

About POPS

POPS is a Charity set up to support the loved ones of those in prison and on community sentence. The Charity was founded by prisoners' families in 1988, we currently provide Family Support services in 16 prisons across the Northwest England, Bristol, Leicester, Yorkshire and Staffordshire.

POPS is contracted by Serco to deliver the family & relationship support service at HMP Dovegate

POPS values diversity. We welcome and encourage job applications from people from diverse backgrounds. We particularly welcome applications from disabled and Black, Asian and Minority Ethnic candidates.

Purpose of the Post

The purpose of the post is to staff the visit centre at HMP Dovegate, creating and maintaining welcoming environment and to meet and greet all visitors to the establishment. The post holder will provide information, practical advice emotional support to visitors where necessary, to ensure prisoners' children, families and visitors are able to maintain positive and supportive relationships to throughout the custodial sentence and prepare effectively for release and resettlement

Accountability: POPS' Family Service Manager

Main Tasks

- Work on a shift pattern rota basis, which includes weekends, evenings and bank holiday
- Meet and greet all visitors to the establishment
- Ensure a friendly and welcoming environment.
- Provide practical and emotional support to visitors where required.
- To maintain confidentiality and security of information
- Update notice boards and information stands with relevant information of relevance as directed
- Carry out administrative tasks in respect of booking in visitors, including check visitor ID documentation where required.
- Liaison with prison staff, including visits and security staff to ensure smooth and efficient reception for of visitors to the prison.
- Assist with arrangement and delivery of Family Forums when required.



- Maintain documented records where required
- Cover other areas of POPS' service delivery if required.
- Comply with POPS and Prison policies and procedures.
- Undertake mandatory training and additional CPD activities when required
- Carry out additional relevant tasks as assigned by line manager.

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Person Specification

The following are the minimum essential criteria, which will be used to assess your application form. Please ensure that you cover the criteria in your answers, including all your experience, both paid and unpaid.

Criteria	Description	Value
QUALIFICATION	Maths and English GCSE Level C or above.	Essential
EXPERIENCE	Experience of using own initiative with limited supervision.	Essential
	Experience of working in customer facing environment	Essential
	Experience of working as part of a team	Essential
	Experience of working with people with multiple complex needs.	Essential
	Working knowledge and experience of Safeguarding practices	Essential
	Experience of working in the criminal justice system	Desirable
SKILLS AND ABILITIES	Ability to build and develop sustainable professional relationships	Essential
	Ability to communicate clearly and effectively	Essential
	Ability to prioritise workload	Essential
	Excellent organisational skills.	Essential
	Numerate and literate	Essential
	Able to use Microsoft Word, Excel and Outlook email.	Essential
WORK RELATED CIRCUMSTANCES	Pass enhanced DBS and prison vetting/clearance	Essential
	Work on shift rota basis including weekend, evenings and Bank Holidays	Essential



	Uphold POPS ethos	Essential
	Comply with POPS' dress code policy	Essential
	Promote equality and diversity and challenge discrimination	Essential
PERSONAL QUALITIES	Good listener, empathetic non-judgmental. Friendly and approachable. Confident communicator. Adaptable, flexible; willing to embrace change. Compassionate and understanding.	Essential Essential Essential Essential Essential Essential Essential Essential