



G4S Care & Justice Services Custodial and Detention Services – Job Description

Job Title	Shift Manager/ DOM/ Team Leader	Grade:	E2
Directly Reports to:	Various		
Number of reports:	Tbc		
Budget responsibility:	Tbc		
Additional reporting/working relationships:	Agencies, Duty Manager		
Job Outline: Manage the day-to-day running of the operation of the Centre within the requirements of the contract and relevant standards.			

Key Responsibilities/Accountabilities

- Manage the daily operation of the Centre within the bounds of the contract and the agreed procedures to achieve the smooth running of the Centre.
- Coach and support staff to maximise their performance and ensure values, ethical standards, equality and diversity, policies and procedures and contractual requirements are met.
- Monitor compliance with procedures to ensure that all staff and contractors meet the welfare, security and safety needs of the detainees.
- Assist in auditing the Centre's operations to ensure contractual requirements are met.
- Liaise with relevant agencies to maximise and rationalise bed occupancy and to deal with casework queries raised by detainees.
- Inform the Duty Manager of any potential or actual breaches of safety, security or control and to instigate the appropriate response in line with agreed procedures so that order can be maintained or regained and any effects minimised.
- Take command of incidents as required to contain and minimise the effect of the incident in accordance with any contingency plans.
- Implement and monitor effective Assessment, Care in Detention and Teamwork (ACDT) systems to minimise suicides and bullying within the Centre.
- Assist in the promotion of creating a positive Health & Safety culture to achieve and maintain recognition as a British Safety Council 5 Star business unit.

Key Competencies

- Managing Professionally
- Delivering Performance
- Leading People
- Customer Thinking
- Collaborating & Co-operating

Skills and Knowledge

Essential	Desirable
<ul style="list-style-type: none"> ▪ 	<ul style="list-style-type: none"> ▪ Management or supervisory experience preferably in a custodial setting ▪ Experience of monitoring service delivery and meeting short term objectives ▪ Understanding of company's purchasing procedures and systems ▪ Detailed knowledge of communication tools and techniques

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