

# Unlocked

# INFORMATION PACK

**Mentoring Prison Officer**  
**November 2021**

## JOB TITLE: KEY FACTS

Reports to	Regional Manager/Head of Region
Location	London and South East
Start date	June 2022
Closing date for applications	Monday 31st January 2022 at 9am
Contract	Two year secondment
Grade	Band 5 role in Learning and Development (HMPPS will remain your employer)

## ABOUT UNLOCKED

Thank you for your interest in Unlocked Graduates, and the role of Mentoring Prison Officer.

Unlocked Graduates exists to break cycles of reoffending, with particular focus on breaking the link between disadvantage and reoffending. Currently prison is not a place which successfully does this: the average prisoner has 16 previous convictions and 48 percent of prisoners reoffend within a year of release. This is the problem which Unlocked Graduates exists to fix.

Prison officers are the agent of change for many prisoners. Of all the staff in prisons, they spend the most time with prisoners, they set the prevailing culture in prison, and we know that the most effective prison officers have a hugely positive impact on prisoners. Unlocked Graduates develops outstanding individuals to lead rehabilitation, and in doing so raises the status of the prison officer and makes the frontline of prisons a place where cycles of reoffending can be broken. We have successfully recruited, trained and placed five cohorts of over 500 extremely high potential graduates into prisons across the country. We are listed in the Times Top 100 Graduate programmes and feedback on our participants has been extremely positive: they are doing a great job.

Over the next few years, we are planning further expansion. We want to do more work in the prisons we are in, and work with more prisoners in more prisons.

We need to be exceptionally high performing because the work we do is both extremely challenging and massively urgent. We aspire to have deep impact on the landings of individual prisons, but also breadth of impact through the whole sector, and society at large.

If this sounds like a challenge you are keen to meet, then please do apply.

## THE ROLE

Mentoring Prison Officers (MPOs) are one of the most important aspects of the Unlocked programme. You'll typically work with 20-25 new officers in two or three prisons, spending one or two days a week in each establishment. You will support groups of participants from day one of their training until the end of their two years, coaching them on everything from prison procedures to career opportunities.

You will run regular bespoke training, fortnightly group supervisions and fortnightly 1-to-1 coaching/mentoring sessions with the participants. These take place within their establishments, helping to develop them into exceptional prison officers and leaders. You'll record and monitor their progress, working with managers and governors in the prisons to get a full picture of your graduates' performance. Other MPOs and your line manager will support your decision making and planning.

We prioritise your professional development. One day a week is spent with your line manager and MPO team receiving training which includes working towards a coaching qualification (Level 5 equivalent), adult facilitation training, group supervision, updates from Head Office staff on the programme and its developments; and external training opportunities (for example Mental Health First Aid).

At Summer Institute (our version of initial prison officer training), you will work closely with Trainer Expert Advisors from Learning & Development to support your groups, delivering training alongside them. Previous experience of facilitation is not required but be ready to develop as trainers during your induction period. Participants build strong relationships with you during Summer Institute, and highly value the practical experience you can convey to them.

## KEY ACCOUNTABILITIES

- Meet with participants fortnightly to provide 1-to-1 coaching and mentoring sessions.
- Facilitate group supervisions with your prison groups.
- Deliver bespoke training, developing participants' practice as prison officers and leaders.
- Track and record participants' progress including any concerns and achievements.
- Co-ordinate additional support for participants who are struggling.
- Effectively communicate information about your allocated prisons and participants to the wider programme team.
- Use professional judgement to escalate issues appropriately.
- Challenge and support participants as appropriate to accelerate their development.
- Build and maintain strong relationships with prisons.
- Deliver reflective sessions and training sessions alongside staff from Learning and Development at Summer Institute.
- Contribute to the wider Unlocked organisation by supporting at recruitment events or with prison visits for external guests

# PERSON SPECIFICATION

## Mission alignment

- Care intensely about what Unlocked is trying to achieve.
- Be excited to relentlessly maximise our impact, making difficult decisions where necessary and taking the right decision above what is popular.
- Embody an organisation-wide culture of using data to improve insights and performance.
- Believe every problem can be solved, bounce back quickly from setbacks and use them as opportunities to learn.
- Hold yourself and others to account, always remaining open to learn from others

## Experience

- Qualified and current prison officer with 2 years operational experience.
- A strong understanding of the prison environment and the experiences encountered in frontline roles.
- Experience of developing and improving staff, formally or informally.
- Able to use computer systems to monitor participant performance.

## Characteristics and skills

- Passionate about the mission of reducing reoffending, and the Unlocked Graduates model.
- Exceptional at relationship building and creating a trusting environment.
- Positive and patient disposition, with a sense of possibility.
- Reflective self-improver who is keen to use feedback and training to develop.
- Able to have difficult conversations, give feedback and find solutions.
- Sound observation skills and judgement of other's strengths and areas of improvement.
- Confident in the delivery of training and own abilities to pass on knowledge to others (desirable)
- Able to develop relationships across the spectrum of HMPPS – from new starters, to experienced staff; from Detail departments within People Hubs, to Governing Governors.
- Ability to give and receive constructive feedback to enable the development of the participants; yourself; the programme; and the prison service.

## Other requirements

- You must be a current HMPPS employee with permission from the Governing Governor (or equivalent) to go on secondment. Unlocked can support with this process. Please get in touch if you have any concerns or questions about this.
- You must be able to attend Summer Institute Monday-Friday for a period of 7 weeks in July and August each year. All travel, accommodation and subsistence will be provided.
- The ability to drive, although not necessary, is desirable - as the prisons are located across the length and breadth of our current regions.

- The role will require travel to your placement prisons four days a week. We will endeavour to match MPOs with geographically suitable prisons.
- The role includes one day of professional development each week. This will usually take place in your region, although to bring all MPOs together, this will sometimes take place in one of the other regions (our three offices are based in London/Manchester and Birmingham). Travel costs will be covered.
- Detached duty or relocation funding is not available for this position.

## DIVERSITY AND INCLUSION

The communities that we exist to serve are diverse, and to thrive in our work towards our mission, we must be too. We believe that diversity simply makes for a stronger team. We therefore aim to create a workplace that is welcoming for all, inclusive of ethnicity, disability, age, religious belief, marital status, pregnancy, sexuality or gender.

To remove bias where possible, we blind assess candidates for interview based on their relevant skills, qualifications, or experience.

### Why work for Unlocked?

First and foremost, Unlocked offers the satisfaction of working for a high performing and exciting organisation which is actively making an impact on one of the most challenging social justice issues which exists in our society today.

We want Unlocked to be a great place to work. What we are doing is difficult. We have high levels of challenge, and to make sure we achieve what we need to, we need excellent people who will welcome the opportunity to become brilliant at what they can offer the organisation as well as come up with great ideas to make us better.

These demands also mean we want to offer higher levels of support. With that in mind, all employees (including those on secondment) at Unlocked are offered the following core package of benefits.

Wellbeing	<b>Employee Assistance Programme:</b> monthly employee coaching from Sanctus, and a team of Mental Health First Aiders on our staff.
Development	<p>We want all of our team to understand our mission and the challenges facing prison officers. You will have opportunities to <b>attend study days</b> with our participants to further this understanding.</p> <p>We believe in <b>supporting people to develop the skills they need to be excellent</b> – whether this means funding external training, finding a mentor to support them or giving them the time to learn from others in the organisations through our regular CPD sessions.</p>
Volunteering	<b>Want to volunteer</b> as a trustee or in some other capacity for a mission-aligned organisation? We support our team to take on these commitments without taking annual leave.
Our staff also tell us they like	<p>Modern and professional <b>centrally located offices</b> in London, Manchester and Birmingham including perks like free coffee and fruit deliveries.</p> <p>Regular opportunities to <b>get together as a whole staff</b> and in your team, including away days, social events and other <b>development events</b>.</p>

## HOW TO APPLY

Please apply using this link: <https://app.beapplied.com/apply/rs3jsjhf3c>

The deadline for applications for this role is Monday 31st January 2022 at 9am.

If you are invited to an assessment centre, you will need to provide a copy of your CV.

For more information about the role, please email [danielle.dodd@unlockedgrads.org.uk](mailto:danielle.dodd@unlockedgrads.org.uk) (Head of Region)