

NIACRO JOB DESCRIPTION

JOB TITLE: Team Member (Visitor Centre Magilligan)
RESPONSIBLE TO: Team Lead
REF: TMVC/09-24

The Organisation

NIACRO is a voluntary organisation working to reduce crime and its impact on people and communities. Our vision is of a society in which the needs and rights of all, including victims of crime, adults and children who offend and those who are at risk of offending, are equally respected. This drives our work with:

- Children and young people who are experiencing difficulties and / or who may be perceived to be vulnerable to offending;
- Families affected by imprisonment; and
- Adults in prison and in the community who have offended / are perceived to be vulnerable to offending or impacted by crime.

We currently have a staff complement of 140 staff, and 30 volunteers.

NIACRO are accredited Investors In People organisation, at Gold Level. We also hold Investing In Volunteering and Investing in Children Awards and Cyber Essentials Plus.

The Visitor's Centre

NIACRO is contracted by the Northern Ireland Prison Service (NIPS) to run Visitor Centre services in Northern Ireland's three prison establishments: HMP Maghaberry, HMP Magilligan, and Hydebank college. The services (including creche facilities, hospitality, information and advice and support) are in place to meet the needs of adults and children visiting family members and friends in prison. Recognising that this has the potential to aid successful resettlement and help reduce re-offending. A key aim of the services are to provide a safe, encouraging and welcoming atmosphere for anyone attending visits before, during and after.

Job Summary

The post holder will be a part of a team that will create a welcoming and inclusive environment for anyone visiting someone in prison. The role is varied, and you will support in all areas as and when required this includes welcoming visitors initially at the visitor centre, offering support and guidance, canteen duties, childcare, cleaning and general day to day activities required. The post holder will be required to deliver hospitality services within the centres.

Salary: Grade 2 £12.70 (pro rata for part time hours) plus 70p prison allowance.

Hours: 12 hours available weekly (additional hours available subject to availability)

Magilligan: *Wednesday 9:00am-4:30pm, Friday 9:00am-4:30pm, Saturday 9:00am-4:30pm and one further day agreed with Northern Ireland Prison Service. Opening days/hours are subject to change.*

****Please note lunch breaks are staggered to meet the requirements of the busy environments and ensure availability at all times for visitors.***

Location: Magilligan Visitor Centre

Duration: 12 hours weekly with possibility of additional hours as/when required.

Annual Leave: Calculated based on hours worked.

Trade Union: Employees are encouraged to join the Trade Union recognised for the purpose of collective bargaining, which is the Northern Ireland Public Service Alliance (NIPSA).

Pension: NIACRO operates a Contributory Group Personal Pension Scheme with up to a 9% employer contribution when matched by an employee's 8% contribution.

Travel: Appropriate travel allowance is paid for mileage undertaken in connection with work.

Access NI: This post requires a check to be carried out under the requirements of ACCESS NI enhanced disclosure. This full criminal records check will show spent and unspent convictions, cautions, cases pending or any other relevant information.

Continuity of employment is subject to a full NIPS Security Check and full security clearance (CTC) being upheld for the duration of the post.

Applicants must be age 18 or over on application to meet the requirements of the post.

Training: NIACRO is committed to the continuous development of all its employees. The post holder will participate in all relevant training and development initiatives that are identified as required by the Line Manager.

Duties & responsibilities

1. To promote a friendly, caring and supportive atmosphere welcoming all who attend the visitor centres, buses and visiting halls.
2. Support provision of Visitors Centre canteen facilities.
3. Assist in the preparation and serving of food/drinks in the visitor's centre/visits area
4. Clean and maintain canteen, kitchen equipment, visitor centres and toilets.
5. Maintain health and safety standards and participate in cleaning duties.
6. Building relationships over time to build trust and offer support and signpost to other services within the prison and beyond.
7. To participate in family seasonal events for families and children.
8. Keep appropriate records.
9. Liaison with prison staff on behalf of visitors as appropriate.
10. To undertake any relevant training in relation to the post such as NVQ in Childcare and Food Safety and Hygiene.
11. To undertake any other duties as required by the Visitor Centre Supervisor.

Person Specification

Essential

- NVQ Level 2 qualification or equivalent in Childcare or willingness to obtain within 6 months.
- Experience of working directly with children, young people or directly with adults & families.
- Experience of working in a team and also of using own initiative
- Ability to work in a challenging environment and remain calm.
- Good interpersonal skills and the ability to relate sensitively to the needs of prisoners' families
- Obtain a basic food and hygiene award or willingness or willingness to obtain within 6 months of appointment.
- Good understanding of safeguarding
- Good understanding of confidentiality and data protection

Desirable

- Experience of working in a Tea-bar environment or other retail outlets or working in an environment where customer service is important.
- An awareness and understanding of the challenges facing those working in a custodial setting

- Health and safety or First Aid Certificate
- Experience of working within the Criminal Justice System
- A minimum of 1 years' experience of working directly with children, young people or directly with adults & families.
- Experience of working with families under stress

NB: To secure an interview all the essential criteria must be clearly demonstrated. If required, desirable criteria may be applied when shortlisting.

Statement of non-discrimination

NIACRO is committed to equality of opportunity for all applicants including those with criminal convictions. Information about criminal convictions is requested to assist the selection process and will be taken into account only when the conviction is considered relevant to the role". Any disclosure will be considered in the context of the job description, the nature of the offence and the responsibility for the care of others.

Further information on Access NI and a copy of NIACRO's Handling and Assessing Criminal Convictions Policy can be accessed [here](#). If you need to discuss this further, please contact us on 02890320157.

NIACRO is an Equal Opportunities Employer

Closing Date 20th September 2024 @ 12pm
Interviews will be held week commencing 1st October 2024

A reserve register will be created from the interview selection process. If a vacancy for the same post arises within the same location within the next 12 months, you may be offered the post without further interview.

Niacro reserve the right to close this vacancy early if we receive sufficient applications for the role. Therefore, if you are interested, please submit your applications early.