



Building bridges for prisoners, their families and the community

Visitors' Centre Manager HMP's Acklington / Castington

Job Description

Context

Founded in 1882, NEPACS has a long tradition of building bridges for prisoners, their families and the community. In recent times, this has included four main activities:-

- a) Provision of prison visitors' centres, tea bars and supervised play areas for children during visits.
- b) A small grant scheme for prisoners and their families
- c) Free caravan holidays for prisoners' families.
- d) Providing awareness raising events and conferences on criminal justice issues

NEPACS is led by a Chief Executive and governed by a Board of Trustees. It is a Charitable Limited Company and encourages volunteers to work alongside paid staff to provide the highest standards of service to prisoners and their families, and to promote values such as respect and integrity.

NEPACS Aims

Our main aims are:

- To support and assist families and friends of prisoners in their visits to the prison.
- To ensure that children visiting relatives in prison will feel welcome and find the experience as pleasant as possible.
- To relieve hardship due to poverty of some of the offenders and their families.

Visitors' Centre Manager's Role

The postholder will be responsible for the management of the Visitors' Centre in accordance with the values and aims of the Society. The primary role is to offer an accessible and welcoming reception and support facility for family and friends visiting prisoners at HMP's Acklington / Castington.

Duties

- To manage the day-to-day operation of the Visitors' Centre at HMP's Acklington / Castington, ensuring that it is accessible and welcoming to all visitors.
- To co-ordinate a rota of paid and unpaid workers, and supervise project staff.
- To recruit and support volunteers at the centre in line with NEPACS' policies and procedures and to co-ordinate induction and training for new volunteers.
- To work closely with the Regional Play Area and Regional Tea Bar Managers, in particular on the organisation of special children's visits.

- To co-ordinate quarterly liaison meetings with prison personnel and ensure these meetings are minuted, and to attend other meetings and committees where appropriate to support the development of the centre
- To provide regular monitoring reports
- To provide information for visitors through posters, leaflets and signposting to other sources of support
- To assist with the development of new projects as required
- To manage and be responsible for the necessary financial and administrative systems in line with NEPACS' policies and procedures
- To ensure that the building is maintained to the appropriate standards of health and safety and liaise with prison staff on repairs
- To attend Managers meetings and support other NEPACS' events and activities as appropriate
- To attend regular supervision and undertake training as required
- To assist the CEO with any other appropriate duties required by NEPACS

Accountability

The postholder will be accountable to the NEPACS' CEO on behalf of the Board of Trustees.

Location

The post will be based at the Visitors' Centre, HMP's Acklington / Castington, Morpeth, Northumberland. NE65 9XF. Travel will be required occasionally to attend meetings.

Hours of Work:

30 hours per week. **Flexible working hours are essential** to provide cover for the Centre, and in particular, week-end working will be required.

Salary

£22,717 per annum pro-rata paid monthly to the postholder's bank or building society account. The salary will be reviewed on an annual basis.

Pension

A group personal pension scheme is offered.

Holidays

Leave entitlement is 5 weeks per annum (pro rata) plus Bank and statutory holidays; to be taken at times agreed.

Travel Allowances

Any necessary travel during working hours will be assisted. Public transport costs will be reimbursed. If the postholder uses his/her own car, then mileage will be paid at the NEPACS approved rate (currently 40p per mile).

Probationary Period

This post is subject to a 6 month probationary period after which, subject to satisfactory performance, the postholder will be confirmed in post.

Please note: The Rehabilitation of Offenders Act 1974 (Exemptions) order 1975 does not apply to this post. This appointment will be subject to security and police checks.

NEPACS

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Person Specification

Essential:

- 1 Experience of managing paid staff and/or volunteers
- 2 Excellent organisational skills
- 3 Experience in community / voluntary work
- 4 Ability to put people at their ease and provide advice
- 5 IT skills, including word processing and email
- 6 Strong interpersonal and diplomacy skills
- 7 Ability to communicate effectively both verbally and in writing
- 8 Evidence of good teamwork and team building skills
- 9 Ability to maintain monitoring and evaluation systems
- 10 Ability to network with statutory and voluntary agencies
- 11 Commitment to promoting diversity and equality
- 12 Availability to work flexible hours including regular weekend working
- 13 Ability to travel to attend meetings and events

Desirable:

- 14 Experience of project development work
- 15 Knowledge of the criminal justice system