



# G4S Justice Services, Oakhill

## Mass Recruitment of Secure Care Officers

### Objective

Oakhill in Milton Keynes had a continuous need to recruit Secure Care Officers, as staff retention levels were generally poor. This was partly due to people joining who were unaware of the issues they would have to deal with in their role. A Secure Care Officer works with young offenders aged between 12-17 years old, often with very demanding behaviour and difficult to work with. Candidates need to have incredibly good people skills to understand how to handle certain situations in a calm but firm manner and above all understand that, regardless of behaviour, they are working with children. It was vital that we attracted candidates with this balance of skills and attitudes since the previous approach had brought in people who wanted to help the children, but who couldn't deal with the aggression and behaviour of the young offenders.

### Methodology

WJP Floyd created an advertising campaign that was centred round the message of 'never seeing her again'. The idea was that you had helped the young person not to re-offend, therefore breaking the cycle of them returning to Oakhill. Using this creative message we were reaching people who understood and empathised towards the young people in Oakhill's care. This method was teamed up with very honest day in the life documents, which were sent out with application forms. We designed and wrote these following a series of staff interviews, ensuring that everyone who applied had read through a true account of what the role really involves and therefore was more committed and prepared to dealing with the difficult elements of the job.

### Results

The team at Oakhill noticed immediately that they were getting staff through that had the right skills and approach, and so their retention levels started to improve. The higher calibre response generated by the initial campaign meant that we were able to cut back the number of planned adverts and save the client money.

**Secure Care Officers**  
£18,794 pa after probationary period (pay award pending)  
Milton Keynes

If this is the last you see of her, then you've succeeded. It means that you've helped her break the cycle of crime. And it means that you look at the world, ready and able to live independently and build a life that, before she was sent here, would have been unthinkable. When you join the team at Oakhill STC, this is the kind of difference you can make every day.

The young people who are sent to our Secure Training Centre have been either remanded or sentenced to custody. They're aged between 12 and 17, and their behaviour can be challenging at times. It's up to you to show them that there is another way to do things by setting them targets, giving them boundaries and providing care and control. We'll ensure you'll find help for all your educational and developmental programmes, while creating a positive, safe and engaging environment.

This work isn't for everyone. But if you're a positive role model who never loses focus, control or forgets that you're working with children, you'll thrive here. Strength of character is important, as the ability to stay calm in the face of provocation. And although complex because it's a profession, you must have an appreciation of how troubled young people can be helped.

This role qualifies for key worker housing and we would also be interested in offering work placements for one year for university students.

Attendance and successful completion of the two residential training courses is mandatory. Training is for a period of 7 weeks, full-time and paid for by the company. Whilst training you will be paid £235 per week (taxable).

Ready for a diverse job with exceptional opportunities for promotion and unique rewards? There's still four recruitment bodies on 0845 3637 187.

Applicants will be required to declare whether they are a member of a group or organisation that the company considers to be racist. Successful candidates will be required to register an Enhanced Criminal Records Disclosure application. Further information about the Disclosure scheme can be found at [www.disclosure.gov.uk](http://www.disclosure.gov.uk)



**Secure Care Officer**

"I know a lot of people say this about their job, but in my case it's true - you only get out what you put in."

A day in the life

**Secure Care Supervisor**

"You have to be ready to react, which often allows you to handle whatever comes your way."

A day in the life

**Residential Services Manager**

"The sheer variety of people I meet every day, both staff and young people, is amazing."

A day in the life