

# Director of People Recruitment pack



## About us

Shannon Trust is a charity that transforms lives by supporting people to learn to read and improve other basic skills. We believe nobody should be left out of learning. We operate in all prisons across England, Wales and Northern Ireland. We also work with a number of partner organisations in the community, supporting their service users to learn to read.

Over 50% of people in prison, and 16% in the community, have a literacy level below that of an 11 year old. Many cannot read at all. This means they have reduced access to education, training and rehabilitation programmes which could transform their lives, and give them hope for a better future outside of the criminal justice system

Many of our employees work remotely, with colleagues currently based in all parts of the country, from the North East to the South West and all points in between. We've always supported home working, so you can be assured we know how to make you feel welcome and part of the team. We also have prison-based colleagues who do a fantastic job of growing our programmes in their prisons. We arrange regular in person meetings as well, to help everyone keep in touch.

Our family friendly employee benefits includes flexible working, a generous holiday allowance, Employee Assistance Programme and employee discount scheme.

"I didn't think that at the age of 72 it was going to be worthwhile. I have now been reading for 2 years and enjoying it."

Shannon Trust learner



# Our purpose, vision, mission and values

## Purpose

We support people in the criminal justice system to learn to read, and improve other basic skills so they can pursue wider opportunities and thrive in the community

## Vision

A future where everyone can experience the positive impact of learning

## Mission

To connect the power of volunteers, mentors and partners to offer a range of effective, accessible and flexible learning opportunities in prisons and the community

## Values

At Shannon Trust, we value:

### The individual

We are supportive and non-judgmental – with our learners, mentors, volunteers and each other. By focusing on learners' unique and individual needs, we can grow skills and confidence so they can reach their full potential.

### Collaboration

We can't achieve our vision alone, so we are resourceful and collaborative. By working with mentors, volunteers and partner organisations, we can ensure our programmes are widely accessible across the criminal justice system and communities.

### Inventiveness

We know reading can be the first step to transforming lives, yet we also recognise wider needs. Ambitious, energetic and creative, we take a learner-led approach to innovation to increase the breadth and impact of our work.

## Beliefs

We believe that...

- nobody should be left out of learning
- self-belief is essential to personal growth
- learning can increase confidence, transform lives and reduce reoffending

## Looking after our people

At Shannon Trust, we value great people that work hard and have the skills and abilities to make a difference. We know the work we do can be challenging, so we want to recognise and reward our team members for their dedication. Our employee benefits package puts you front and centre, so you feel valued working with us.

### Pay and other benefits



#### Living Wage employer

We are an accredited Living Wage employer.



#### Pension scheme

We will contribute up to 5% towards your pension, provided you contribute 7%.



#### Working from home

Employees that are required to work from home will receive an annual tax free allowance.



#### Reward Gateway

Our employee discount platform is available to all Shannon Trust employees.



#### Death in service

Should the worst happen, your nominated beneficiaries will receive a payment of 2 x your salary.

### Putting you first



Generous annual holiday allowance (30 days FTE).



Flexible working, subject to the requirements of your role.



We will pay for you to have an annual flu jab.



We will contribute up to £100 per year to support your mental and physical wellbeing.



You will have access to a confidential and independent 24/7 helpline with qualified counsellors and advisors.



We will pay for you to have a standard annual eye test and contribute £50 towards glasses or contact lenses if needed.



Once you've passed your probationary period, you will get 6 weeks of sick pay at full pay, then 6 weeks at half pay. We also support our staff with up to 5 days of paid compassionate leave, if it's needed.



In recognition of the importance of volunteering, you can take 2 days per year as paid leave to volunteer for other charities or voluntary groups.



We support parents and families with enhanced maternity, adoption and paternity leave, which is also available to same sex parents on the same basis.

Find out more about our [employee benefits on our website](#).

## Key information

Location:	Home based, anywhere in the UK
Reporting to:	CEO
Hours:	Full time (35 hours per week)
Salary:	£65,000

## Role summary

Our continued growth and ambitious plans for the future have led to the need for this newly-created role. The Director of People is responsible for shaping and delivering the organisation's people strategy to ensure a positive, inclusive and high-performing culture across our team of almost 100 employees and 150 volunteers. As a key member of the Senior Leadership Team, the Director of People ensures the organisation attracts, engages, develops, and retains the people talent needed to deliver its mission.

The role provides professional HR support across the organisation and oversees processes to ensure consistent, high quality support for staff and volunteers alike. The role has direct line management responsibility for a HR Officer, a Learning and Development Officer and a National Volunteering Manager.

## Our values

At Shannon Trust we value the individual. We are supportive and non-judgmental – with our learners, mentors, volunteers and each other.

We work with many people across the criminal justice system and beyond, supporting them to improve their basic literacy and numeracy skills. Developing those skills is critical in reducing re-offending and improving life chances. We want to take every step possible to encourage those with lived experience into employment.

We are an accredited 'Ban the Box' employer, meaning we do not ask applicants to declare convictions at the application or interview stage. We only ask for this information where necessary for the role, and not until after an offer of employment has been made.

If a role involves prison security vetting, it's important to acknowledge that this process can involve lengthy wait times for the vetting to be completed, particularly for candidates with lived experience. At Shannon Trust, we're here to stand by our candidates, offering support every step of the way.

## How to apply

- [find out more and apply](#)

Closing date: Wednesday 25<sup>th</sup> March, 5pm.

Interviews (online) to be held on Tuesday 31<sup>st</sup> March and Wednesday 1<sup>st</sup> April

## Job description

In this pivotal leadership role, you will shape and deliver our People and Culture strategy, ensuring an inclusive, values driven and high performing environment for both employees and volunteers. You will lead organisation-wide strategic workforce planning and oversee the full employee lifecycle, ensuring high quality delivery of core HR activities and initiatives that strengthen engagement, wellbeing and belonging. You will work through the National Volunteering Manager to guide and support volunteer-focused workforce planning and the full volunteer lifecycle, ensuring alignment with organisational strategy and best practice.

As a core member of the Senior Leadership Team, you will advise on all workforce matters, drive leadership development, and support our managers to build capability and confidence.

You will ensure our HR, volunteering and people operations run smoothly and efficiently, modernising processes and maintaining compliance with employment law, safeguarding requirements and best practice. You will also provide strategic oversight of EDIB work, reward and recognition frameworks, and organisational risk, while leading a dedicated team covering HR, learning and development, and volunteering.

### Strategic People and Culture Leadership

- Develop and deliver an integrated People and Culture strategy that supports organisational goals.
- Advise the CEO and Senior Leadership Team on all people matters.
- Lead workforce planning to ensure the organisation has the right skills, capacity, and structure for current and future needs.
- Champion an inclusive, values driven culture that inspires employees and volunteers alike.
- Lead organisation wide engagement initiatives, ensuring both groups feel supported, connected, and motivated.
- Embed organisational values across all people processes, leadership behaviours, and decision making.

### HR, Volunteering and People Operations

- Oversee the full employee lifecycle, and through the Volunteering Team, the volunteer lifecycle (recruitment, induction, supervision, recognition, and exit), including providing advice on employee relations issues to line managers and working with external advisors where needed.
- Ensure all HR and volunteer management policies are modern, legally compliant, and reflect best practice.
- Ensure all staff are paid correctly through the provision of accurate and timely data to our outsourced payroll provider
- Streamline and digitise people and volunteer processes to improve efficiency and experience.

## Leadership, Development and Talent

- Develop leadership capability across the organisation to support both staff and volunteer managers.
- Oversee talent management, progression pathways, and succession planning for employees and volunteers.
- Ensure learning and development opportunities meet the needs of both groups, improving skills, confidence, and future readiness.

## Equality, Diversity, Inclusion and Belonging (EDIB)

- Lead EDIB strategies that apply equally to employees and volunteers.
- Ensure recruitment, support, and progression practices are equitable and inclusive across all workforce groups.
- Monitor EDIB data and ensure accountability for progress.

## Wellbeing, Safety and Support

- Foster a safe, healthy, supportive environment for employees and volunteers.
- Oversee wellbeing initiatives and ensure psychological safety across teams and volunteer groups.
- Ensure appropriate safeguarding, training, and supervision procedures for volunteers.

## Reward, Recognition and Benefits

- Oversee fair and competitive pay and reward frameworks for employees.
- Ensure the development of robust recognition systems for volunteers, ensuring they feel valued and appreciated.
- Advise on future workforce affordability and volunteer sustainability.

## Governance, Risk and Compliance

- Ensure compliance with employment law, volunteer management standards, safeguarding requirements, and regulatory expectations.
- Oversee workforce and volunteer related risks, including data protection and organisational resilience.
- Provide regular reporting to the Board on workforce and volunteering metrics, risks, and insights.
- Attend Remuneration Committee providing strategic advice on all matters within the committee's remit.

## Other

- Putting the learner at the heart of what you do, actively contribute to a culture of learning, reflection, team work and development, behaving at all times in line with the organisation's values.
- Participate in regular one-to-ones, annual reviews, and learning needs analysis, contributing to the identification of objectives and professional development goals.
- Carry out health and safety responsibilities in accordance with the Health & Safety Policy.

- To undertake other duties and responsibilities commensurate with the role, as may be reasonably required by Shannon Trust or as a mutually agreed development opportunity. This document will be subject to periodic review in consultation with the job holder.
- Protecting Children and Vulnerable Adults is a core responsibility of all staff. Staff are expected to alert their line manager to any concerns they may have regarding the abuse or inappropriate treatment of a Child or Young Person, or Vulnerable Adults.

## Person specification

### Experience

Essential requirements	Desirable requirements
<ul style="list-style-type: none"> <li>• Senior leadership experience in HR/People functions.</li> <li>• Proven experience in developing people strategies.</li> <li>• Strong track record in culture transformation and organisational change.</li> <li>• Demonstrated ability to influence senior leaders and build trusted relationships.</li> <li>• Experience delivering EDIB, wellbeing, and engagement programmes.</li> <li>• Strong analytical skills and ability to use data for strategic decision making.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience leading multi-site or geographically dispersed teams.</li> </ul>

### Skills and abilities

Essential requirements	Desirable requirements
<ul style="list-style-type: none"> <li>• Excellent knowledge of employment law and best practice.</li> <li>• Good organisational and planning skills</li> <li>• Excellent communication skills, with the ability to adjust your communication style to different audiences.</li> <li>• Ability to prioritise your workload, work autonomously and balance the needs of multiple programmes and priorities.</li> <li>• Able to build positive relationships with external partners</li> <li>• Ability to write clear, succinct reports, emails and other key communications.</li> <li>• Ability to work in a results focused way, with a focus on the best outcomes for learners and staff.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrable ability to coach peers and senior leaders to develop and improve people and leadership skills.</li> <li>• Knowledge of best practice in volunteer engagement.</li> </ul>

Essential requirements	Desirable requirements
<ul style="list-style-type: none"> <li>Ability to foster and demonstrate the values, aims and objectives of Shannon Trust in your work.</li> </ul>	

## Knowledge and understanding

Essential requirements	Desirable requirements
	<ul style="list-style-type: none"> <li>Understanding of the reasons why adults might not be able to read, and the personal and practical barriers to engaging with education faced by people in prison and the community.</li> <li>Knowledge and understanding of the criminal justice system.</li> </ul>

## Technical and qualifications

Essential requirements	Desirable requirements
<ul style="list-style-type: none"> <li>Highly IT literate with experience of using Word, Excel and other Microsoft Office applications.</li> <li>Experience using Bright HR or similar HR databases for effective record keeping.</li> </ul>	<ul style="list-style-type: none"> <li>CIPD Chartered or equivalent professional qualification.</li> </ul>

## Personal characteristics

Essential requirements	Desirable requirements
<ul style="list-style-type: none"> <li>Collaborative, people centred leadership style.</li> <li>Willingness to provide hands on support, where required, as part of a small HR team.</li> <li>Strong emotional intelligence and interpersonal skills.</li> <li>Performance minded and results orientated, with learners at the heart of what you do.</li> <li>Inclusive mindset with a commitment to fairness and equity.</li> <li>Strategic thinker with the ability to translate vision into action.</li> <li>Role model of organisational values.</li> </ul>	

#### Circumstances

- Must currently reside in, and have the right to work in the UK
- Able to accommodate a home office or have access to other suitable office facilities
- Able to travel occasionally around the UK, including overnight stays

Note: This role is advertised subject to an ongoing consultation process.