

# Job Description

The **Welcome Directory** is a multi-faith charity working to **empower faith and belief communities** to offer safe and lasting **welcome** to prison leavers. Our **national directory** is a list of faith/belief communities who are committed to welcoming prison leavers – the directory is used **in all prisons** across England and Wales. This resource is a lifeline for those leaving prison and seeking to find connection and community where they can belong and practice their faith/belief.

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| <b>JOB TITLE:</b>         | Operations Officer                                                                                                                                                                                                                                                                                                                                                             |
| <b>LOCATION:</b>          | Home based and occasionally at the London Office of The Welcome Directory, 27 Tavistock Square, London, WC1H 9HH                                                                                                                                                                                                                                                               |
| <b>ACCOUNTABLE TO:</b>    | Project Manager                                                                                                                                                                                                                                                                                                                                                                |
| <b>KEY RELATIONSHIPS:</b> | The Welcome Directory staff, Supporters, Registered and Potential Faith/ Belief Communities, Affiliates and/ or Partners                                                                                                                                                                                                                                                       |
| <b>CONTRACT TYPE:</b>     | Fixed Term (for 6 months from start of contract), subject to a successful probationary period, <b>with the potential to extend where funding permits</b>                                                                                                                                                                                                                       |
| <b>WORKING HOURS:</b>     | Part Time (2.5 Days per week/ 20 Hours/ 0.5 FTE), based on an 8-hour day, excluding lunch break                                                                                                                                                                                                                                                                                |
| <b>SALARY:</b>            | £26,400 per annum (£6,600 based on a 6-month contract)                                                                                                                                                                                                                                                                                                                         |
| <b>ANNUAL LEAVE:</b>      | 20 days paid leave, pro rata, per year exclusive of public and additional holidays                                                                                                                                                                                                                                                                                             |
| <b>OTHER BENEFITS:</b>    | Flexible, remote working<br>Small and supportive team<br>Team days and opportunities for learning<br>5% employer contribution to pension scheme<br>Contribution towards internet and phone costs, and provision of laptop and relevant equipment<br>Opportunity to gain experience with a well-respected organisation in the criminal justice sector, including a prison visit |

## **JOB SUMMARY**

The post holder will offer administrative support to the charity under the direction of the Project Manager, supporting on engagement with various stakeholders and networks. The goal of the post is to ensure that The Welcome Directory can effectively develop the reach of our work and achieve exponential growth, by maximising administrative efficiency.

This will include, but may not be limited to:

### Operations

- Engaging with interested faith/ belief communities/ networks, processing registrations and maintaining directory records
- Leading the co-ordination and delivery of the annual Affiliates Scheme
- Supporting the production and logistics of annual resource mail-outs
- Engaging in periodical team email campaigns for intentional growth
- Supporting the annual data refresh and survey, including follow-up, in collaboration with the Monitoring & Evaluation Officer

### Events

- Provide administrative support in preparation for the online Prison Awareness Course (PAC) and other webinar events
- Provide technical support (e.g. Zoom hosting etc) for the delivery of the PAC and other webinar events
- Planning bi-annual team days and any one-off events, in consultation with the Project Manager
- Representing The Welcome Directory at selected events (as required)

### Administration

- Answering email enquiries
- Editing recordings/ videos and updating resources in Canva
- Collating routine data and creating/ updating trackers (as required)
- Supporting processing expenses and issuing internal invoices
- Paying-in cheques and sending thank you cards
- Obtaining Gift Aid declarations and submitting claims
- Purchasing stationery supplies and dispatching resources
- Leading on quarterly team password management

From time to time, you may be required to undertake additional activities which are appropriate to the development nature of this role as required by your line manager.

## PERSON SPECIFICATION

The post is open to any person with recent or ongoing experience of administration tasks within the charity, voluntary or justice sectors. The ideal post holder will be able to demonstrate awareness of the resettlement issues faced by those who have engaged their faith whilst in prison, and an understanding of the role faith/ belief communities can play in addressing these.

### **Essential**

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| Personal Attributes:   | <p>Supportive of the faith/ belief -based ethos and purposes of the organisation</p> <p>Ability to work collaboratively and flexibly within the team</p> <p>Self-directing with capacity to prioritise</p> <p>Ability to meet deadlines</p> <p>Honesty and integrity</p>                                                                                                                                                                                                                                                                                                                                                                         |
| Education:             | Educated to at least NVQ Level 4 or equivalent                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Skills/Aptitudes:      | <p>Advanced written and oral communication skills</p> <p>Ability to relate well to people of all faiths/ beliefs</p> <p>Analytical skills</p> <p>IT skills to an Advanced level</p> <p>Good telephone manner that represents the ethos of the organisation</p>                                                                                                                                                                                                                                                                                                                                                                                   |
| Experience/ Knowledge: | <p>Experience of administrative tasks</p> <p>Experience supporting delivery of events (online and/ or in person)</p> <p>Ability to interact effectively on online platforms (i.e. Zoom) and knowledge/ experience of using various functions (e.g. break out groups etc)</p> <p>Experience of working with Canva (or equivalent)</p> <p>Experience of working effectively from a home-work base</p> <p>Experience of working with and maintaining efficient shared filing systems</p> <p>Knowledge of Word, PowerPoint, Excel, and other Office 365 based admin tools.</p> <p>Awareness of resettlement issues faced by those leaving prison</p> |
| Circumstances:         | <p>Willingness and ability to occasionally travel to the offices of the organisation (travel expenses paid)</p> <p>Willingness and ability to work selected evenings on a regular basis (4 per quarter)</p>                                                                                                                                                                                                                                                                                                                                                                                                                                      |

In possession of a recent and valid Basic Disclosure and Barring Service (DBS) certificate (or willingness to have one undertaken)<sup>1</sup>.  
Willingness and ability to visit a HMP establishment(s) as part of induction.

### **Desirable**

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| Personal Attributes:   | Commitment to their own faith/ belief and the life of their faith/ belief community                                                                                                                                                                                                                                                                                           |
| Education:             | Degree or evidence of research/ reading in proffered area of interest                                                                                                                                                                                                                                                                                                         |
| Experience/ Knowledge: | <p>Experience working within the charity, voluntary or justice sectors</p> <p>Experience in producing professionally presented documents and/or reports</p> <p>Experience networking and representing an organisation in a professional setting</p> <p>Knowledge of Prison Chaplaincy structures and the criminal justice system</p> <p>Working within a multi-faith team</p> |

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<sup>1</sup> The Welcome Directory values lived experience of the criminal justice sector and seeks to safeguard individual(s) through relevant recruitment and HR processes. Where a DBS identifies any criminal conviction(s) or other relevant information, this will be escalated to the trustees for further consideration. Any person with any criminal conviction working with The Welcome Directory will have access to equal opportunities, in line with any license conditions and subject to an employer's ongoing risk assessment.