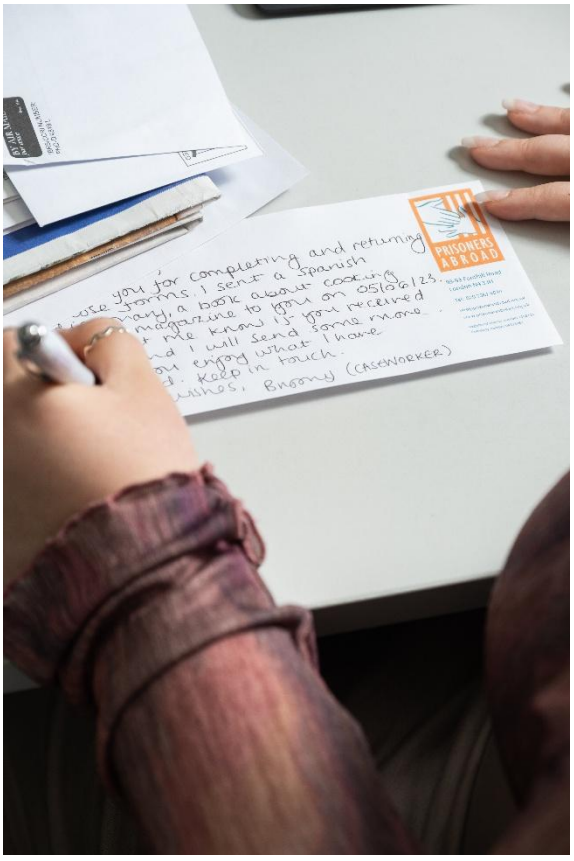
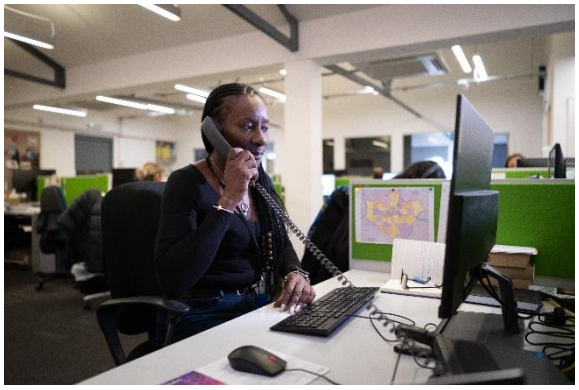
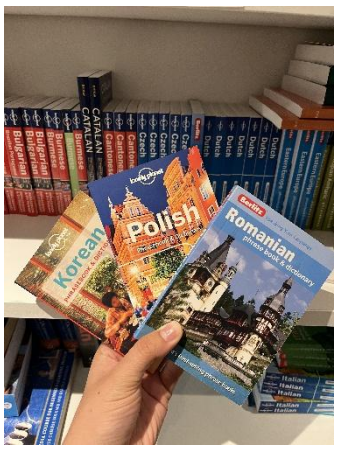
Recruitment pack
Resettlement Officer

November 2026

Use your skills and experience to support British people returning to the UK after a prison sentence overseas, supporting them to integrate so that they desist from crime and have a positive future.







Welcome

I'm delighted that you're interested in finding out more about this role and about Prisoners Abroad. We're a truly unique charity and a genuinely rewarding place to work. We nurture creativity and embrace ideas with the freedom and support to build success in a collaborative and inclusive environment.

Prisoners Abroad is a small but powerful organisation supporting people through some of the most isolating and traumatic experiences imaginable. Whether it's someone surviving a prison sentence overseas, returning to the UK with nothing, or a family facing the distress of having a family member imprisoned abroad, your work here will have a direct and lasting impact.

Our ambitious five-year strategy sets out a clear vision for how we'll sustain and strengthen our support, respond to growing needs, and advocate for those whose voices are too often unheard.

Within the resettlement team, there's a clear focus on building positive ties in the UK after prison abroad. Our goal is to prevent deprivation amongst British people returning from detention abroad and support them to integrate so that they desist from crime and have a positive future.

We are recruiting a Resettlement Officer to help maintain continuity of support for people returning to the UK during a period of planned staff absence. We are keen for someone to join us as soon as possible. The role is initially for nine months, with the potential for extension subject to funding and sustained increases in the number of people we are supporting with their resettlement.

This recruitment pack brings together more information about the charity, our work and this role. If you'd like to discuss anything further, we'd be happy to hear from you, so just get in touch to arrange a time to talk.

We hope you'll consider joining us.

Warmest wishes,

Charlotte

Charlotte Flinterman
Director of Resettlement Support

About Prisoners Abroad

Prisoners Abroad is a unique UK-based human rights and welfare charity providing advice and support to people affected by overseas imprisonment. We help British people during their incarceration, when they return to the UK and need support to resettle and reintegrate, and we also support their family and friends throughout the trauma.

It doesn't matter to us the reasons people find themselves in need of our support– and we never judge. Our range of support makes sure they survive, mentally and physically, so that they can face the future with hope.

Our support and history

Prisoners Abroad is now in its 47th year, and with the launch of our new strategy, this is a particularly important time to join the organisation. We work with some 1,400 people in prison, 1,750 family members and 300 returnees each year. The services we provide range from grants for food and vital supplies to newspapers, magazines and books to help reduce isolation. Our resettlement support enables returnees to rebuild their lives and desist from crime after release and return to the UK.

Our excellence has been recognised over the years by being chosen as a winner of the 2010 Guardian Awards Public Service Awards; by the award of the prestigious Longford Prize; by a Metropolitan Police Commendation; shortlisted for the first Una Padel award by the Centre for Criminal Justice Studies; receiving second prize in the London Homelessness Awards and winning a highly commended award in the 2024 Robin Corbett Award for Prisoner Reintegration.

Our vision

Our vision is of a world where the health, welfare and human rights of British people in prison abroad are protected so that they and their families survive with dignity, face the future with hope and build a positive life on return to the UK.

Our people

Like every charity, Prisoners Abroad has a board of trustees (a group of unpaid voluntary non-executive directors). Trustees are responsible for overseeing the work of the charity, ensuring it is financially stable, well-run and fulfilling its charitable obligations. Our trustee board comprises of up to fifteen people from a variety of backgrounds who provide their advice and expertise to guide the staff team in managing the organisation and delivering effective services. The details of our current trustees can be found on our website.

The day-to-day running is delegated to our chief executive and leadership team made up of our chief executive and heads of department, and our staff team which is made up of 26 people in total. The staff team is high performing, stable, committed to the work and dedicated to delivering the best possible support.

The benefits of working at Prisoners Abroad

We want our people to thrive so we offer a range of benefits and foster an inclusive culture to help you feel supported, valued and rewarded.

We offer a range of benefits, including those below and those on our website:

- Competitive salary, with a generous pay policy involving annual increases within salary band and in line with the NJC scales
- 35-hour working week with flexible working possible.
- 30 days' annual leave plus bank holidays and an additional day off on your birthday.
- Our open plan offices are located a 2-minute walk from Finsbury Park tube station.
- Strong commitment to staff development and training
- Generous pension scheme (6.5% employer contribution with minimum 1.5% employee contribution). We also provide a pension salary sacrifice scheme.
- Range of enhanced family leave such as up to 5 days paid dependency leave a year
- Free-to-access Employee Assistance Programme supporting mental health and wellbeing in the workplace
- Cycle to Work scheme
- Reimbursement of eye tests up to £25 a year
- Team away days and social events
- A range of teas, ground coffee and milks.

What people say about us

This is what people say they like about working at Prisoners Abroad:

- *"Prisoners Abroad is a brilliant place to work; the work is challenging, stimulating and rewarding. Everyone is here for the same reason – we all care deeply about the cause."*
- *"The work is varied and interesting, and it is lovely to be a part of both the team and the wider organisation, as we all get along and work well together."*
- *"I have never worked with such a passionate, caring set of colleagues – every day it is simply a joy to do this job and to know we are making a difference."*

Role description – Resettlement Officer

Job title:	Resettlement Officer
Reporting to:	Director of Resettlement Support
Salary:	£36,550 per annum (Band 4, scale point 28 on the NJC Pay Scale).
Hours:	Full-time, 35 hours a week
Contract:	Fixed-term contract for 9 months with the potential for extension
Probation period:	3 months
Level of criminal record check:	Enhanced DBS check
Location:	Office-based, London N4 (with the flexibility to work from home 1 day per week after probationary period)

Prisoners Abroad is a national charity based in London. We provide a lifeline for British people detained abroad and help them resettle in the UK after release. We also support their families during the prison sentence and after release.

1. JOB PURPOSE

To provide practical and emotional support to people returning to the UK after imprisonment overseas, helping them address immediate needs, access services and rebuild their lives. Working alongside clients and partner agencies, the Resettlement Officer will deliver coordinated, person-centred support before release and throughout resettlement.

2. MAIN AREAS OF RESPONSIBILITY

- To take responsibility, as directed by the Director of Resettlement Support for Prisoners Abroad's resettlement clients; managing a caseload of vulnerable former prisoners; providing advice and guidance on a range of issues which include finding emergency accommodation, helping to establish benefit claims and referrals to specialist agencies, as appropriate.
- Provide person-centred practical and emotional support, working with clients to identify their strengths, priorities and barriers to resettlement, agreeing appropriate next steps and making internal referrals to our in-house counsellor where appropriate.
- Liaise with the Foreign, Commonwealth & Development Office and relevant UK authorities to coordinate preparations for clients release from prison abroad and return to the UK.
- Support clients presenting with multiple and complex needs.
- Identify and report issues relating to safeguarding and vulnerability, working as a team and with relevant external agencies to manage these concerns
- Identify possible risk posed by clients in relation to their offending history or behaviour and to work closely with the Director of Resettlement Support and relevant external agencies to manage that risk.
- Assess, prioritise and respond appropriately to telephone and email enquiries from people we are supporting and external organisations.
- Develop and maintain relationships with partner agencies, including the Department for Work and Pensions and local authorities, and advocate on behalf of clients, including supporting challenges to benefit and homelessness decisions.

- Make decisions regarding cash grants to clients, in line with policy and to administer and record the giving of these grants in line with agreed policy.
- Co-facilitate the Resettlement Support Group and other themed group sessions.
- Engage in pre-release correspondence with clients in prison abroad, family members and statutory and non-statutory organisations.
- Work across the frontline support team providing information and advice to colleagues on issues relating to a client's resettlement.
- Liaising with other Prisoners Abroad teams contributing to the development of support as agreed in strategic and operational planning, and contributing to briefings and reports, as directed.
- Attend regular supervision meetings for guidance and support on cases and managing the workload.

3. GENERAL/ ORGANISATIONAL DUTIES

- Manage the administration of your own casework, including writing timely, clear and accurate case notes and keeping records up-to-date.
- Maintain confidentiality and handle personal information in accordance with Prisoners Abroad's data protection policies and procedures.
- Carry out all duties with full regard to Prisoners Abroad's equity, diversity and inclusion policy.
- Take reasonable steps to ensure health and safety at work at all times.
- Undertake any other duties as reasonably requested relevant to the role and to your skills and abilities.

4. PERSON SPECIFICATION

Essential:

1. Professional qualification in Probation, Social Work qualification, other relevant qualification or equivalent experience.
2. Proven knowledge & considerable experience of working in at least two of the following areas: homelessness, people leaving prison, rehabilitation & resettlement and substance misuse.
3. Experience of providing support and advice to those with complex and multiple support needs and advocating on their behalf.
4. Experience of a multi-agency approach to case management e.g. with a statutory agency/ third sector organisation.
5. An empathic and professional approach to working with former prisoners.
6. Understanding of safeguarding, professional boundaries and risk assessment, including recognising concerns and escalating them appropriately.
7. Ability to work on your own initiative and as part of a team, highly organised and able to make informed decisions and meet deadlines whilst being flexible to deliver reactive support.
8. Excellent communication skills with the ability to present and convey ideas and issues clearly and coherently.
9. Experienced and competent user of IT (we use Salesforce for case management and MS Office Suite) with due regard to data protection.
10. Personal commitment to and understanding of the principles and practice of equality, inclusion and diversity and how this applies to Prisoners Abroad.
11. Non-judgemental approach and commitment to Prisoners Abroad's aims.

Desirable:

1. Experience of working in the UK voluntary sector.
2. Knowledge of issues facing people leaving prison.
3. Working knowledge of welfare benefits and DWP regulations.
4. Knowledge of homelessness legislation.
5. Experience of working with people affected by substance misuse.
6. Development and delivery of group work programmes.
7. Knowledge of a broad range of evidence-based interventions for the management of people leaving prison.

Equity, diversity & inclusion

Prisoners Abroad is committed to equity, diversity and inclusion (EDI), supporting a fairer society through our work. The people we support are diverse individuals, and so are we.

We understand EDI through the lens and context in which Prisoners Abroad is operating. As a charity that supports people in and affected by criminal justice systems around the world, it is important to recognise that the system itself disproportionately impacts people from the global majority, given the overrepresentation of the global majority in UK prisons and in criminal justice systems worldwide. Global majority is a collective term that refers to people who are Black, Asian, Brown, dual-heritage, indigenous to the global south, and who have been racialised as 'ethnic minorities'. Globally, these groups currently represent approximately eighty per cent (80%) of the world's population.

For Prisoners Abroad, that means we have a particular focus on increasing the proportion of our people that are from the global majority, as well as those who have lived experience of the criminal justice system and overseas imprisonment.

When we advertise roles at the charity, we ask applicants to complete an equalities and diversity monitoring form. The form is anonymous and does not request a name. We use this data to conduct an analysis of people who have applied for roles at the charity.

Lived experience of the criminal justice system / Applicants with a criminal record

We believe it is important to ensure that we are reflective of the people that we serve. As well as protected characteristics such as gender, ethnicity, disability, age and sexual orientation, we consider lived experience of the criminal justice system and overseas imprisonment as part of our approach and commitment to EDI, and given we support people with lived experience of the criminal justice system, we believe this should be reflected in our workforce too.

We welcome applications from people with lived experience of the criminal justice system. In line with the Ban the Box campaign, we do not require applicants to disclose their criminal record at the application stage. For most roles, we will ask about unspent convictions, although some roles will require a higher level of disclosure and an enhanced criminal record check. The job description will explain what information will be required.

To ensure we encourage applications from people with lived experience and shortlist applications purely on merit, we will only ask for criminal record information at the job offer stage, after which we will consider the relevance to the job role and make an assessment that includes considering any adjustments that can be made.

How to apply

To apply for this position, please email your CV and a supporting statement (no more than two sides of A4), addressing the criteria in the person specification, to jobs@prisonersabroad.org.uk Please include your notice period or earliest available start date.

We would be very grateful if you could also complete our online equalities and diversity monitoring form. This is intended to be anonymous, and it does not request your name. The data will not be made available to the people who make the decision on who to appoint.

We are looking to appoint as soon as possible and encourage early applications. We will review applications and arrange interviews on a rolling basis and may close recruitment before the advertised deadline if we appoint a suitable candidate.

Please submit your application promptly to ensure it can be considered. The final deadline for applications is **Friday 27th November at 5pm**.

If you have any questions about the recruitment process, or require reasonable adjustments to support you during the application process, please email jobs@prisonersabroad.org.uk

If you would like an informal conversation about the role, please contact Charlotte Flinterman (Director of Resettlement Support) by emailing rsteam@prisonersabroad.org.uk

Unfortunately, we are only able to contact applicants who are shortlisted for interview. Thank you for your understanding.

Thank you for your interest in working for Prisoners Abroad.