Shannon Trust

Shannon Trust

People Team Officer (Employee Relations) 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.

Two-thirds of people in prison can't read, or struggle to. Even more people struggle with numeracy. This affects their ability to understand information, access services, and move forward. It creates barriers to rehabilitation, increases isolation, and limits opportunity.

Evidence shows that where strong reading cultures exist, outcomes improve. Where they do not, people are more likely to feel frustrated and disconnected.

One person learning to read or improve their numeracy has a big impact. The positive effects are felt by the people they interact with, their loved ones, and the wider community.

Many of our employees work remotely, with colleagues currently based in all parts of the country. 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 include 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

Vision

A future where confidence with words and numbers unlocks access to connection, dignity, and opportunity.

Mission

We build reading, numeracy and life skills through mentor-led learning to help people fully participate in society.

The problem we are trying to solve

Difficulties with reading and numeracy are linked to worse life outcomes, including offending, and they undermine rehabilitation by limiting access to the information, services and decisions that shape everyday life. Without support, systems remain hard to navigate, and opportunities remain out of reach.

Values

At Shannon Trust, we value:

Respect
We treat everyone with fairness, kindness and understanding. We see people's potential, not just their circumstances.

Connection
Strong relationships make learning possible. We build trust, communicate openly, and work together with honesty and care.

Progress
We learn, adapt and improve; for the people we support, for ourselves, and for each other.

Belonging
Everyone has a place here. We include people, welcome difference, and remove barriers so everyone can contribute and succeed.

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



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.



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.

Find out more about our employee benefits on our website.

Key information

Salary:	£25,000 per annum (£35,000 FTE)
Contract Type:	Part-time, Permanent
Hours:	21 hours per week (flexible working available)
Location:	Home-based with occasional travel across England & Wales
Reporting to:	Director of People

Role Purpose

At Shannon Trust, we believe everyone deserves the opportunity to learn and fulfil their potential.

As People Team Officer (Employee Relations), you will act as the organisation's HR adviser, providing high-quality professional support across employee relations, recruitment, workforce matters and people policies.

Reporting directly to the Director of People, you will work closely with managers across the organisation to ensure people matters are managed consistently, fairly and in line with employment legislation and best practice.

You will manage employee relations casework, recruitment and policy implementation, support wider people projects and provide support to the People Team Officer - Admin, who will undertake much of the day-to-day administration associated with People Team processes.

You will also work closely with the Head of/Lead Volunteering and Engagement to support engagement initiatives, culture activities and workforce engagement projects.

This role is suited to a CIPD-qualified HR professional who is confident managing complex employee relations matters, influencing managers and driving continuous improvement across people practices.

Key Responsibilities

Employee Relations

- Managing day-to-day employee relations casework including recruitment, disciplinary, grievance, absence management, probation, capability, flexible working and wellbeing matters.
- Provide professional HR advice and guidance to managers on employment policies, procedures and employment law.
- Support managers to resolve people issues at the earliest opportunity through coaching and practical advice.
- Prepare documentation relating to formal employee relations processes.
- Attend formal meetings as HR adviser and provide recommendations to managers.
- Monitor casework trends and identify opportunities to improve people management practice.
- Support the Director of People with organisational change initiatives and consultation processes.
- Ensure all employee relations matters are managed fairly, consistently and in line with organisational values.

Recruitment and Onboarding

- Lead the organisation's recruitment activity from vacancy approval through to appointment.
- Partner with hiring managers to develop recruitment strategies and attraction approaches.
- Review job descriptions and person specifications to ensure consistency and best practice.
- Lead recruitment campaigns, shortlisting support and interview processes.
- Provide guidance on safer recruitment and equality considerations.
- Monitor recruitment performance metrics and identify opportunities to improve candidate experience.
- Oversee onboarding processes delivered by the People Team Admin Officer and ensure a high-quality induction experience.
- Support workforce planning discussions with managers and senior leaders.

HR Operations and Compliance

- Support payroll administration processes and ensure accurate people data is maintained.
- Produce people metrics, reports and workforce insights for the Director of People and senior leadership team.
- Ensure compliance with employment legislation, GDPR and organisational policies.
- Support internal and external audits relating to HR compliance and workforce information.

Policy Development and People Projects

- Review, develop and implement HR policies, procedures and guidance.
- Support the development of people initiatives aligned to organisational objectives.
- Lead or contribute to People Team projects and continuous improvement activities.
- Support the Director of People with organisational development initiatives.
- Research emerging HR best practice and make recommendations for improvement.
- Contribute to the delivery of the People Strategy and associated action plans.

Learning, Engagement and Culture

- Support managers with performance management and employee development discussions.
- Support organisational wellbeing initiatives and engagement activities.
- Assist the Head of Volunteering and Engagement in delivering engagement, participation and belonging initiatives across the organisation.
- Support staff engagement surveys and action planning activities.
- Collaborate on recognition and celebration initiatives for staff and volunteers.
- Contribute to projects that strengthen organisational values, culture and inclusion.

Relationship Management

- Build trusted relationships with managers and colleagues across the organisation.
- Act as a key contact for HR advice and support.
- Provide informal support and direction to the People Team Admin Officer to ensure efficient delivery of administrative processes.
- Promote consistent people management practices across all teams.

General

- Undertake any other duties commensurate with the level of the role.
- Carry out duties in accordance with Shannon Trust values, policies and procedures.

Person specification

Essential requirements	Desirable requirements
• CIPD Level 5 qualification (or above) in Human Resource Management. • Significant experience in a generalist HR advisory or HR officer role. • Experience leading employee relations casework from informal resolution through to formal outcomes. • Experience providing HR advice to managers across a range of employment issues. • Experience leading end-to-end recruitment processes. • Experience interpreting and applying employment legislation and HR best practice. • Experience drafting HR policies, procedures and guidance. • Experience producing HR reports and workforce data analysis. • Evidence of continuing professional development. • Excellent written and verbal communication skills. • Strong coaching, influencing and relationship-building skills. • Ability to manage sensitive and confidential information. • Excellent organisational and prioritisation abilities. • Ability to work independently and take ownership of complex issues. • Strong IT skills, including Microsoft Office and HR systems. • Commitment to equity, diversity, inclusion and belonging. • Passionate about delivering an excellent employee experience.	• Experience within the criminal justice, education, rehabilitation or wider social impact sectors. • Experience working within the charity or not-for-profit sector. • Experience supporting employee engagement or organisational culture initiatives. • Experience working within a remote or geographically dispersed workforce. • CIPD Level 7 qualification, or a similar level employment law or mediation qualification.

Working at Shannon Trust

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.

We are a Disability Confident employer and commit to inviting any disabled applicant who meets the minimum role criteria to interview.

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.

Equity, diversity, inclusion & belonging

We want everyone to feel welcome, respected, and able to do their best work. We’re an equitable and inclusive organisation and actively encourage applications from underrepresented or marginalised communities.

We’re committed to making the recruitment process as accessible as possible so if you need any reasonable adjustments at any stage, just let us know and we’re happy to support you. Also to help you prepare and feel confident, we share the key interview questions in advance with all candidates.

Use of AI

Shannon Trust commits to not using Artificial Intelligence (AI) at any stage in the recruitment process; all applications are fully assessed by a member of our team.

We know applying for jobs can take time and can feel tricky to get right. At Shannon Trust, we want to hear your voice, your experience and your motivation, not something generated by AI tools like ChatGPT or CoPilot.

Applications written in your own words help us understand what makes you the right fit for the role and allow us to assess everyone fairly. To keep the process fair for all candidates, applications that appear to be generated by AI may not be considered.

Right to work in the UK and visa sponsorship

To work at Shannon Trust, you must already live in, and have the right to work in, the UK (for example, UK citizenship, settled or pre-settled status or a visa that allows you to work). Unfortunately, we're not able to provide visa sponsorship for any roles at this time.

If you have any questions about the above or the recruitment process, we're here to help, please get in touch at hr@shannontrust.org.uk .

How to apply

- find out more and apply

Closing date: Friday 11th December

Interview dates TBC

*Please note that this job role is advertised subject to ongoing internal consultation.