



JOB DESCRIPTION

Job title:	Operations Director	
Location:	Durham / Preston / Newcastle (all)	
Length of contract:	Full time and permanent	
Hours:	37.5 hours per week, Monday to Friday To be worked between 8am and 6pm (inc 30-minute unpaid lunchbreak)	
Pay Scale:	to £60,000 + on-target bonus (<10%) + EV car allowance	
Holiday entitlement:	Paid holiday entitlement of 28 days, plus 8 bank holidays And a day's leave on your birthday, and a wellbeing day's leave	
Responsible to:	CEO	
The role:	As Operations Director, you will provide strategic and operational leadership for our award-winning job finder programmes in prisons and community settings. You will ensure high-quality, consistent and accessible delivery, overseeing a team of Site Managers and their wider workforce. You will directly line manage and develop your team to achieve on-target job placements performance through their own teams of Recruitment Consultants and Resourcers.	
Purpose	We place people with convictions into paid work, so they can build purposeful lives and see their families thrive	
Mission	We do this by providing practical employment support, linking them to companies with good jobs	
Vision	A society where people's past convictions don't define their employment future	
Values	Expectant hope	we believe in the change we want to see
	Resilience	we stay the distance
	Relationship-led	we focus on people not programmes
	Collaboration	we thrive through supporting each other in team and by partnership
	Christian values	compassion in action, integrity, second chances, faith



Our context:

The Recruitment Junction (TRJ) is the sector leader in supporting people with convictions into sustainable paid work. Currently based in the north east and supporting men and women released from 6 prisons via our Newcastle and Durham sites, we are now undertaking a carefully sequenced national expansion, beginning in the north west with a new hub in Preston (Lancashire) as from October 2026, to support the 5 jails there.

Our model is simple but powerful: relational employment brokerage, intensive candidate support, and deep employer partnerships that create real job starts and sustained employment.

We deliver this through two integrated programmes:

'Inside Job'

Weekly in-prison employability support delivered jointly by TRJ staff and trained Peer Recruiters (serving prisoners who identify and motivate work ready men), alongside employer-led interview surgeries that create real job opportunities before release, delivered in partnership with national charity Beating Time; and

'Community Job Finder'

Intensive community-based support including disclosure preparation, CVs, interview practice and job matching, followed by six months of in-work support to ensure job sustainability.

This approach is proving what an effective employment pathway for prison leavers should look like. Since opening our doors in October 2020, we have supported over 1,000 people with convictions into employment – the highest volume of any UK ex-offender charity - two thirds of these sustained the job past their probationary period and fewer than 5% knowingly reoffended (vs. national reoffending rates of 25-55%). Our experience is that finding employment helps people rediscover a sense of purpose, becoming role models who drive positive generational change across their families and wider communities, whilst substantially lowering crime rates.



TRJ finds itself at a familiar crossroads – that of a single-region operation, with ambitions to become a multi-site organisation with national aspirations. The task now is to build the conditions under which expansion becomes financially and operationally sustainable, step by deliberate step, while maintaining the quality and integrity of delivery that has characterised TRJ's development to date.

To support this growth, we are recruiting a full time Operations Director to lead our delivery across the north of England, and into emerging regions, in line with our 5-year ambition to scale the charity nationally. This is an exciting opportunity to play a central role in building our impact and strengthening our presence across the criminal justice system and beyond.

The role:

As Operations Director, you will provide strategic and operational leadership for our award-winning Inside Job and Community Job Finder programmes in prisons and community settings. You will ensure high-quality, consistent and accessible delivery, overseeing a team of currently three Site Managers and their wider workforce of around 25 staff and 10-15 peer-prisoner recruiters. You will directly line manage and develop your teams of Site Managers to achieve on-target job placements performance through their own teams of Recruitment Consultants and Resourcers.

Working closely with senior colleagues, partner organisations and national bodies such as HMPPS, you will drive delivery excellence, innovation and partnership working. You will play a key role in bringing on new employer relationships and will oversee delivery of our commissioned work, also having input into our prospective contracted income pipeline and wider organisational strategy, all the while ensuring we can reliably demonstrate the impact of our work.

The role requires an experienced and 'entrepreneurial' operational leader, one who combines a deep commitment to improving outcomes for prisoners and ex-offenders with a growth and expansionist mindset.



We welcome job applications from people with lived experience of the criminal justice system, although please note that the role will require you to pass prison security vetting, so we will ask for details of any relevant criminal convictions before an offer of employment is finalised.

NB: In its first year, this will be a largely office-based role and which will require weekly travel between the north east and north west, including occasional overnight stays.

This is a non-exhaustive list of tasks and may be amended from time to time in line with the needs of the charity.

SALARIES, ENHANCED PENSION, ENHANCED STATUTORY LEAVE

Competitive salaries	Standard working week 37.5 hours
Pension scheme	5% employer - 5% employee, with a matching scheme up to a maximum 8%
Maternity/adoption	12 weeks full pay
Paternity/adoption	2 weeks full pay
Sick pay	6 weeks full pay (in any rolling 12-month period)
Death in Service	2 times salary (up to age 70)

HOLIDAYS AND OTHER LEAVE

Holidays	36 days holiday inc 8 days bank holiday (pro rata) Plus one day off for your birthday Plus one 'Wellbeing Day' day off
Paid study leave	Up to 3 days (any course of formal study)
New home leave	One day when moving home
Last shopping day before Christmas	Office closes at lunchtime
Volunteering days	2 days per year
Unpaid leave	Option to take <2 weeks (in any 2-year period)
Funeral leave	One day for funeral of a relative or close friend
Pet bereavement	One day for death of a family dog or cat

FINANCIAL REWARDS

On-target bonus	Discretionary personal and team bonuses
£250 Personal learning budget	£250 per year (any course of study)
£250 Refer-a-friend scheme	Upon the friend passing their probation period
£500 Home loan	Interest free, repayable over 12 months
£500 Crisis loan	Interest free, repayable over 12 months
£25 Voucher (Monthly Founder's Award)	Awarded at the Manager's discretion once per office per month

HEALTH AND WELLBEING

Work from home flexibility	1 day per week WFH for all office-based staff working more than 3 days per week (as from 6 months in post)
Employee Assistance Programme	Health Assured – various services to employee and their partner, inc. counselling, health and wellbeing advice, financial and legal advice
Group clinical supervision with psychotherapist	6-weekly sessions of clinical supervision, comprising trauma-informed reflective practice
£250 Employee Wellbeing Fund	£250 per year for any initiative to improve physical or mental wellbeing
Weekly Wellbeing Hour	One hour per week for any wellbeing activity
Eye test	A standard annual eye test
£50 for glasses or contact lenses	
Flu jab	A standard annual flu jab
Hepatitis B jabs	For prison-working staff
Menopause prescriptions	Up to 12 x NHS prescriptions per year
Cycle-to-work scheme	

Person Specification

Experience		Essential	Desirable
1	Senior leadership experience in a service delivery-led, multi-site environment	X	
2	A track record of delivering scale-up programmes and leading distributed teams.	X	
3	Knowledge of managing operational budgets, and interpreting KPI reporting data	X	
Skills and abilities		Essential	Desirable
4	Strong strategic thinking, problem-solving and relationship-building skills	X	
5	Experience of building and maintaining key stakeholder relationships with statutory bodies and/or large public-sector partners (e.g. HMPPS, DWP, Combined Authorities...)		X
6	Experience in commercial recruitment or employability support		X
Knowledge and understanding		Essential	Desirable
7	Understanding of the criminal justice system, substance recovery, homelessness or alternative education/care environments		X
Technical and qualifications		Essential	Desirable
8	IT literate with experience of using contemporary business software and tools	X	
Personal characteristics		Essential	Desirable
9	Proactive, solution focused, patient and tenacious. Direct whilst able to act with diplomacy.	X	
10	Non-judgemental attitude towards working with ex-offenders. Committed to anti discriminatory and inclusive working practices.	X	
11	Demonstrate an understanding of, and sympathy for, The Recruitment Junction's Christian ethos and values	X	
Other		Essential	Desirable
12	The right to work in the UK	X	
13	Possess a driving licence and have access to own vehicle, able to travel within the area of the Charity's operations	X	
14	Obtain Enhanced Level 1 prison clearance and a satisfactory enhanced disclosure from the Disclosure and Barring Service (a conviction does not exclude any applicants, who are considered on merit)	X	