Operations Manager

Information Pack

May 2025



WELCOME LETTER

Thank you for your interest in the role of Operations Manager with Prison Fellowship Northern Ireland. You will find further information about the job in this Information pack which I hope will help you decide if this is the role for you. As you seek to discern God’s will, please be assured that we are also seeking to have a clear sense of who might be the right fit for this role.

We are seeking a skilled and experienced Operations Manager to oversee and enhance the administrative and operational aspects of our ministry, embodying and reflecting our Christian ethos and a passion for those we serve. As part of the leadership team, you'll help shape and drive forward the implementation of our new strategy during this exciting period of growth.

For further information about Prison Fellowship NI please visit our website [www.pfni.org](http://www.pfni.org)

May you know God’s leading and direction at this time

Kind regards

**Robin Scott**

**Chief Executive**

JOB DESCRIPTION

**Job Title**

Operations Manager (Full Time)

**Reports To**

Chief Executive Officer

**Working Hours**

36.25 hours per week, full-time  
Core hours: 9am to 5pm (weekdays, on-site)  
Evening and weekend work required; TOIL available with prior agreement

**Salary**

Salary scale starting from £32,000

**Location**

39 University Street, Belfast BT7 1FY

**Holidays**

1 – 5 years 20 days annual leave plus 12 statutory/bank holidays

6+ years 25 days annual leave plus 12 statutory/bank holidays

**Benefits**

* 5% Contributory pension

**Accountability**

Responsible to: Prison Fellowship Northern Ireland Board of Directors  
Member of the Leadership Team

**Purpose of the Role**

We are seeking a skilled and experienced Operations Manager to oversee and enhance the administrative and operational aspects of our ministry, embodying and reflecting our Christian ethos. As part of the management team, you'll help shape and drive forward the implementation of our new strategy during this exciting period of growth.

**Key Responsibilities**

**Leadership and Strategic Development**

* Contribute to strategic planning and long-term sustainability aligned with PFNI’s Christian values
* Support development of operational systems, policies, and GDPR compliance
* Collaborate with leadership to guide organisational direction and ensure efficient resource use

**Operational Oversight**

* Lead daily operational functions in line with strategy and funding requirements
* Manage and support staff across prison, aftercare, family services, volunteering, and administration
* Foster a culture of professionalism, mutual respect, and continuous development
* Ensure accurate financial and project reporting for CEO, funders, and stakeholders
* Oversee IT, communication, and information management systems

**Resource and Financial Management**

* Optimise use of staffing, budgets, facilities, and technology
* Monitor departmental budgets, ensuring transparency and stewardship
* Promote high performance through target-setting and feedback

**Line Management**

* Provide regular supervision and support for staff, including spiritual and practical guidance
* Conduct annual reviews and address individual development needs

**Compliance and Risk**

* Maintain robust systems for financial integrity and asset management
* Implement risk management strategies
* Ensure full compliance with legislation, health and safety, and ethical standards

**Service Development and Sustainability**

* Lead evaluation and enhancement of service quality and best practices
* Support development of new services through the development of funding proposals.

**Stakeholder Engagement**

* Cultivate partnerships and inter-agency collaborations
* Maintain regular communication with funders, supporters, and the community
* Actively gather and respond to feedback from service users and stakeholders
* Relates well to prison Chaplains and key prison staff

**Monitoring and Evaluation**

* Ensure effective data collection, reporting, and evaluation across all operational areas

**Participation in PFNI Ministry**

* Engage in team prayer, devotions, and spiritual discernment
* Contribute to supporter communication (e.g., Prayer and News Focus)
* Support Christian leadership within the organisation and represent PFNI at board meetings and events
* Create a welcoming, supportive environment for all staff, visitors, and stakeholders

PERSON SPECIFICATION

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| --- | --- | --- |
|  | **Essential** | **Desirable** |
| **Qualifications** | A third level degree | Master’s degree in a related field  Professional qualifications in operations, HR, finance, or project management |
| **Experience** | A proven track record in a similar role in another organisation  Strategic and project planning and delivery  Managing diverse teams and volunteer coordination  Stakeholder engagement and partnership building  Developing income generation strategies (fundraising, grants, social enterprise)  Service design, development, evaluation, and improvement  Experience speaking on behalf of an organisation at church services and/or other events | Experience working in third sector/faith-based/prison environments  Budget and resource management, including facilities  Risk and compliance oversight  Experience in using design tools and social media platforms in a professional role  Experience in using google workplace software |
| **Skills** | Strong leadership, emotional intelligence, and motivational abilities  Excellent written/verbal communication and report writing  Sound financial and strategic thinking  Practical problem-solving and decision-making under pressure  Strong interpersonal and relational skills  Collaborative and adaptable approach  An ability to listen well and act appropriately  Able to be flexible in your approach to tasks and various people you work with |  |
| **Personal / character** | A committed Christian with personal commitment to God and in regular church fellowship.  A strong sense of calling to ministry and deep alignment with PFNI’s mission and Christian values  Willingness to travel, work evenings/weekends, and engage across PFNI life  Full clean driving licence and access to a vehicle  Willingness to assist team as needed, beyond core responsibilities |  |

No applicant will be shortlisted for interview unless the application form clearly demonstrates that they meet **all** the essential criteria. The organisation reserves the right to shortlist applicants for interview based on the essential criteria only or on the essential and desirable criteria.

**How to apply**

The application form is available on [**www.pfni.org**](http://www.pfni.org) or can be downloaded from community NI site <https://www.communityni.org/job>

Please ensure you have included mobile contact for yourself and all referees.

The **deadline for receipt of application is 11am on Friday 20th June 2025**. Applications should be made by email to: [**info@pfni.org**](mailto:info@pfni.org). Receipt of your application will be confirmed by email.

**Timeline**

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| **Receipt of application form submitted by email.** | **Closing date: 11am on Fri 20th June 2025** |
| **Interviews**  In person at 39 University Street, Belfast BT7 1FY | **Thursday 26th June 2025** |

**Prison Fellowship Polices attached:**

**Basis of Faith**

**Ethos Statement**

**Equal opportunities policy**

**Handling and storage of application forms and disclosure certificate information**

**Policy regarding a previous criminal conviction**

PRISON FELLOWSHIP BASIS OF FAITH

We believe in...

1. The one true God who lives eternally in three persons—the Father, the Son and the Holy Spirit.

2. The love, grace and sovereignty of God in creating, sustaining, ruling, redeeming and judging the world.

3. The divine inspiration and supreme authority of the Old and New Testament Scriptures, which are the written Word of God—fully trustworthy for faith and conduct.

4. The dignity of all people, made male and female in God's image to love, be holy and care for creation, yet corrupted by sin, which incurs divine wrath and judgement.

5. The incarnation of God’s eternal Son, the Lord Jesus Christ—born of the virgin Mary, truly divine and truly human, yet without sin.

6. The atoning sacrifice of Christ on the cross: dying in our place, paying the price of sin and defeating evil, so reconciling us with God.

7. The bodily resurrection of Christ, the first fruit of our resurrection; his ascension to the Father, and his reign and mediation as the only Saviour of the world.

8. The justification of sinners solely by the grace of God through faith in Christ.

9. The ministry of God the Holy Spirit, who leads us to repentance, unites us with Christ through new birth, empowers our discipleship and enables our witness.

10. The Church, the body of Christ both local and universal, the priesthood of all believers—given life by the Spirit and endowed with the Spirit's gifts to worship God and proclaim the gospel, promoting justice and love.

11. The personal and visible return of Jesus Christ to fulfil the purposes of God, who will raise all people to judgement, bring eternal life to the redeemed and eternal condemnation to the lost, and establish a new heaven and new earth.

PF ETHOS STATEMENT

The ethos of Prison Fellowship is rooted in our faith in Jesus Christ and in his love which compels us to serve others, putting their needs first. It is the motivation for all our work - it is the reason why we do what we do. It is to work together to extend Jesus’ model of the Kingdom of God on earth by living out a lifestyle of love, truth, justice, mercy and forgiveness according to his teaching. We are inspired by the message, life and example of Jesus through which God’s unconditional love for all people is expressed.

Our ethos or motivation is given life through our relationships. The way we work together and behave with one another, demonstrate and authenticate our ethos. Our faith directs and influences our internal relationships as well as our relationships with those whom we seek to serve.

In this way Prison Fellowship operates on the understanding that our activities are simply an outworking of our faith; that our ‘doing’ derives directly from our ‘being’. There is an essential and indissoluble link between the inner and the outer, the private life and the public face of Prison Fellowship. The link between who we are and what we do cannot be broken.

Equal Opportunities Policy

In the provision of services, and the employment of staff and volunteers to provide these services, Prison Fellowship Northern Ireland will seek to ensure equality of opportunity and treatment of all persons.

All employees and volunteers must be sympathetic with and positively disposed to the objects contained in the Prison Fellowship Northern Ireland Ethos statement and Basis of Faith.

No person or group of persons receiving services will be treated less favourably than any other person or group of persons because of their race, colour, ethnic or national origin, or because of their religion, gender, sexual orientation, marital status, disabilities or appearance.

HANDLING AND STORAGE OF APPLICATION FORMS AND DISCLOSURE CERTIFICATE INFORMATION

**General Principles**

As an organisation using Access Northern Ireland to help assess the suitability of applicants for positions of trust, Prison Fellowship Northern Ireland complies fully with Access NI’s Code of Practice regarding the correct handling, use, storage retention and disposal of Disclosure Applications and Disclosure information. It also complies fully with its obligations under the Data Protection Act 1998 and other relevant legislation pertaining to the safe handling, storage, retention and disposal of Disclosure information.

**Storage and Access**

Disclosure information will be kept securely, in lockable, non-portable, storage containers with access strictly controlled and limited to those who are entitled to see it as part of their duties.

**Handling**

In accordance with section 124 of the Police Act 1997, Disclosure information will only be passed to those who are authorised to receive it in the course of their duties. A record of all those to whom Disclosures or Disclosure information has been revealed is maintained. It is a criminal offence to pass this information to anyone who is not entitled to receive it.

**Usage**

Disclosure information will only be used for the specific purpose for which it is requested and for which the applicant’s full consent has been given.

**Retention**

Once a recruitment or other relevant decision (e.g. regulatory or for licensing purposes) has been taken, Disclosure information will not be kept for any longer than is necessary. Information will not be retained but will be destroyed once a decision has been made.

**Disposal**

Once the retention period has elapsed, Disclosure information will be destroyed by secure means of shredding. Whilst awaiting destruction, Disclosure information will not be kept in any unsecured receptacle (e.g. waste-bin or confidential sack). Prison Fellowship Northern Ireland will not keep any photocopy or other image of the Disclosure or any copy or representation of the contents of a Disclosure or any other relevant non-conviction information supplied by police but not included on the Disclosure. However, despite the above, it will keep a record of the date of issue of a Disclosure, the name of the subject, the type of Disclosure requested, the position for which the Disclosure was requested, the AccessNI unique reference number of the Disclosure Certificate and the details of the recruitment decision taken.

POLICY ON THE RECRUITMENT OF EX-OFFENDERS

1. Prison Fellowship Northern Ireland complies fully with the Code of Practice, issued by the Department of Justice, in connection with the use of information provided to registered persons, their nominees and other recipients of information by AccessNI under Part V of the Police Act 1997, for the purposes of assessing Applicant’s suitability for employment purposes, voluntary positions, licensing and other relevant purposes. We undertake to treat all applicants for positions fairly and not to discriminate unfairly or unlawfully against the subject of a Disclosure on the basis of conviction or other information revealed.
2. This policy is made available to all Disclosure applicants at the outset of the recruitment process.
3. Prison Fellowship Northern Ireland are committed to equality of opportunity (see separate Equal Opportunities Policy) to following practices, and to providing a service which is free from unfair and unlawful discrimination\*. We ensure that no applicant or member of staff is subject to less favourable treatment on the grounds of gender, marital status, race colour, nationality, ethnic or national origins, age, sexual orientation, responsibilities for dependants, physical or mental disability political opinion or offending background, or is disadvantaged by any condition which cannot be shown to be relevant to performance.
4. Prison Fellowship Northern Ireland actively promotes equality of opportunity for all with the right mix of talent, skills and potential, and welcomes applications from a wide range of candidates, including those with criminal records. The selection of candidates for interview will be based on those who meet the required standard of skills, qualifications and experience as outlined in the essential and desirable criteria.
5. We will request an AccessNI Disclosure only where this is considered proportionate and relevantto the particular position. This will be based on a thorough risk assessment of that position and having considered the relevant legislation which determines whether or not a Standard or Enhanced Disclosure is available to the position in question. Where an AccessNI Disclosure is deemed necessary for a post or position, all applicants will be made aware at the initial recruitment stage that the position will be subject to a Disclosure and that Prison Fellowship Northern Ireland will request the individual being offered the position to undergo an appropriate AccessNI Disclosure check.
6. In line with the Rehabilitation of Offenders (Exceptions)(Northern Ireland) Order 1979 (as amended in 2014), Prison Fellowship Northern Ireland will only ask about convictions which are defined as “not protected” for the purposes of obtaining a Standard or Enhanced disclosure.
7. We undertake to ensure an open and measured and recorded discussion on the subject of any offences or other matters that might be considered relevant for the position concerned e.g. the individual is applying for a driving job but has a criminal history of driving offences. Failure to reveal information that is directly relevant to the position sought could lead to withdrawal of the conditional offer of employment.
8. Prison Fellowship Northern Ireland may consider discussing any matter revealed in a Disclosure Certificate.
9. We ensure that all those in Prison Fellowship Northern Ireland who are involved in the recruitment process have been suitably trained to identify and assess the relevance and circumstances of Disclosure information. We also ensure that they have received appropriate guidance and training in the relevant legislation relating to employment of ex-offenders (e.g. the Rehabilitation of Offenders (Northern Ireland) Order 1978).
10. We undertake to make every subject of an AccessNI Disclosure aware of the existence of the Code of Practice, and to make a copy available on request.

**HAVING A CRIMINAL RECORD WILL NOT NECESSARILY DEBAR YOU FROM WORKING WITH PRISON FELLOWSHIP NORTHERN IRELAND. THIS WILL DEPEND ON THE NATURE OF THE POSITION, TOGETHER WITH THE CIRCUMSTANCES AND BACKGROUND OF YOUR OFFENCES OR OTHER INFORMATION CONTAINED ON A DISCLOSURE CERTIFICATE OR PROVIDED DIRECTLY TO US BY THE POLICE.**

**\***We are only able to discuss what is contained on a Disclosure Certificate and not what may have been sent under separate cover by the Police.

**Possession of a Criminal Record**

With some exceptions having a criminal record does not necessarily debar an individual from volunteering with us. This will depend on the nature of the position sought and the circumstances and background of the offence.  If you have declared a criminal record, which we believe is relevant to the role we will discuss this with you after the selection process is complete but prior to making an offer of a volunteer position if you are successful.