

## ADVICE AND INFORMATION OFFICER

### JOB DESCRIPTION

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| <b>Job title:</b>      | Advice and Information Officer                                                                                               |
| <b>Reports to:</b>     | Head of Advice and Information                                                                                               |
| <b>Location:</b>       | London / Hybrid (one day a week in office – EC1V 0JR) and when required (including for induction)                            |
| <b>Hours:</b>          | Part time (21 hours a week, over three days between Monday–Thursday)                                                         |
| <b>Contract:</b>       | 2-year fixed term contract                                                                                                   |
| <b>Salary:</b>         | £22,995 0.6 FTE (£38,325 FTE — NJC scale 22 (22–27) inc. London weighting)                                                   |
| <b>Annual leave:</b>   | 15 days + 2 additional days + office closure between Christmas and New Year, in addition to public bank holidays).           |
| <b>Other benefits:</b> | 7% employer pension contribution, cycle to work scheme, annual wellbeing budget and employee wellbeing assistance programme. |

### Introduction

Prison Reform Trust (PRT) is a registered charity with around 20 staff, occasional volunteers and student placements. We are working to create a just, humane and effective prison system by influencing decision-makers opinion formers and the public to 1) reduce the use of prison; 2) Improve conditions for prisoners and, 3) promote equality and human rights in the criminal justice system.

PRT provides free, independent and accurate advice and information to prisoners and their families. We give advice about prison rules, conditions, policies and procedures and how people can make requests or complaints if they are experiencing difficulties with any of these. We also contact prisons to advocate on behalf of individuals where appropriate. Our service is accessible via telephone, letter and email. Please note we do not provide any face-to-face advice.

We are looking for an experienced advice worker to join our advice and information team.

## Key responsibilities

- Respond to written and telephone enquiries from prisoners, their families and people working in prisons.
- Provide clear advice by telephone to prisoners during the free information line sessions.
- Take up concerns with the relevant authorities, as required, and signpost to other organisations where necessary.
- Maintain an up-to-date knowledge of prison policies and regulations and collate information for the website and other advice resources.
- Maintain effective confidential records of all phone contacts, and update the advice service database.
- Work within the service remit, setting appropriate boundaries and having the ability to respond assertively to callers when necessary.
- Be aware that some callers may be a risk to themselves or others and be able to identify this and respond appropriately.
- Support volunteers working in the advice service and contribute to the mentoring and development of a trainee.
- Promote and publicise the advice and information service.
- Highlight any policy implications and themes arising from contact with service users, to assist colleagues with wider advocacy work.
- Undertake other duties as may be required, including general office duties and attendance at PRT events.

## Person Specification

|                                      | Essential                                                                                                                                                                                                                                                                                          | Desirable                                                                                                                                                                                                                                                  |
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| <b>Experience and qualifications</b> | <ul style="list-style-type: none"> <li>• Two years of experience in providing advice and information to service users.</li> <li>• Training and/or qualification in advice work.</li> <li>• Experience of using databases/casework management systems to record contacts and case notes.</li> </ul> | <ul style="list-style-type: none"> <li>• Experience of working within the prison system/criminal justice system.</li> <li>• Experience of working with prisons and/or their families.</li> <li>• Experience of working in the voluntary sector.</li> </ul> |
| <b>Knowledge</b>                     | <ul style="list-style-type: none"> <li>• Understanding of the difficulties experienced by people in prison and their families.</li> <li>• Practical understanding of data protection requirements.</li> </ul>                                                                                      | <ul style="list-style-type: none"> <li>• Understanding of national operational policies in relations to prisons in England and Wales.</li> </ul>                                                                                                           |

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|                                  | <ul style="list-style-type: none"> <li>• Understanding of safeguarding responsibilities.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |  |
| <b>Skills</b>                    | <ul style="list-style-type: none"> <li>• Excellent customer service skills, particularly when communicating via phone.</li> <li>• Ability to write letters clearly and concisely.</li> <li>• Ability to objectively assess complex enquiries to determine.</li> <li>• Ability to set boundaries and respond assertively when appropriate.</li> <li>• Ability to make enquiries and advocate on behalf of people in prison.</li> <li>• Efficient at accessing and utilising information from a wide variety of sources.</li> <li>• Ability to deal sensitively and in a non-judgemental manner with people using the service.</li> <li>• Competence in IT including Microsoft Word, Outlook, Excel and databases.</li> </ul> |  |
| <b>Personality and behaviour</b> | <ul style="list-style-type: none"> <li>• Capacity to work flexibly as part of a small, busy team as well as on own initiative.</li> <li>• Ability to effectively prioritise workload in a fast-paced environment.</li> <li>• Commitment to the aims and values of the Prison Reform Trust.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                       |  |

## Equality and diversity

PRT is an equal opportunities employer. We also have a fair and inclusive culture and seek to reflect the diversity in prisons and the people we represent. If you meet the person specification, we encourage you to apply, and particularly welcome applications from those with Black, Asian, and

Ethnic Minority backgrounds, (BAME) as we believe these groups may be underrepresented in prison reform work.

PRT is proud to be an inclusive organisation where everyone can contribute, feel valued, and thrive. We believe that people come into our organisation with a unique set of skills, experiences and potential, and we are committed to giving these equal value in everything we do. We strive to create a culture of trust, compassion and respect and hold ourselves to account for the enactment of our values.

We recognise the unique insight and expertise that people with lived experience of the justice system bring to our work. A criminal conviction is not considered a barrier to employment or involvement with PRT. Instead, we actively value lived experience as a strength that enriches our organisation and supports more effective and compassionate reform.

PRT is committed to supporting every member of staff as an individual, providing the reasonable adjustments, resources and flexibility they need to thrive in their role and contribute with confidence.

## Safer Recruitment

PRT is committed to open and fair recruitment. We do not ask for disclosure of criminal convictions as part of our application and interview process. Upon offer of employment, following a successful interview, we will request self-disclosure. A DBS check and/or prison security vetting will then take place for this role and a risk assessment will be carried out to determine suitability for the role.

## How to apply

Please send your **CV, cover letter** (2 sides A4 maximum) addressing how you meet the above criteria and completed **recruitment monitoring form** to [alex.guthrie@prisonreformtrust.org.uk](mailto:alex.guthrie@prisonreformtrust.org.uk) by **23:59 on Friday 23<sup>rd</sup> October 2026**.

We must receive all three documents to process your application, and we will request any documents not received. Your recruitment monitoring form will be processed separately from your application.

**Please note that this role is not eligible for visa sponsorship. Candidates must already have the legal right to work in the UK.**

**Interviews will be held on Thursday 12<sup>th</sup> November** at our offices at 15 Northburgh Street, London EC1V 0JR.

Thank you for your interest in working for the Prison Reform Trust.

For more information and to download the monitoring form please visit our website: [www.prisonreformtrust.org.uk/opportunities](http://www.prisonreformtrust.org.uk/opportunities)