

# JUSTICE

---

## Interim Head of Governance and Operations

Salary: circa £45,000 | Fixed Term (12 months covering maternity leave) | Full time (flexible available)  
London/hybrid | Great benefits | Important purpose | Inclusive culture

### Candidate pack

Deadline: 12pm, Monday 18 August 2025

---



*For a fairer UK justice  
system within everyone's  
reach*



## A MESSAGE FROM OUR CHIEF EXECUTIVE

Thank you for your interest in this role at JUSTICE. My name is Fiona Rutherford and I've been working for JUSTICE for 3.5yrs. In that time, I've met and worked with some incredible people. And, as a team, JUSTICE has delivered some groundbreaking work to improve the UK justice system so it is fairer and within everyone's reach.

This pack sets out some helpful information about JUSTICE, the team, what we do and how we do it. At its heart, JUSTICE is a values-led organisation and you can read more about our values below. If you are serious about applying but have some hesitations or questions then I would be happy to have a short meeting to discuss the role. If you would like to have a brief meeting, please email: [jobs@justice.org.uk](mailto:jobs@justice.org.uk)

## ABOUT JUSTICE

**JUSTICE is a law reform charity working to build a fairer UK justice system within everyone's reach.**

**Over our 68-year history we have transformed the legal landscape for the better, led by evidence, expertise, and a focus on practical solutions.**

We are the only non-governmental organisation whose work spans the whole of the UK justice system - from family and housing law to policing, benefits decision making, and much more – touching the lives of people across the country.

Key legal bodies we now take for granted such as the Ombudsman, the Crown Prosecution Service, and the Criminal Injuries Compensation Board were all proposed and supported into being by JUSTICE.

JUSTICE's work is known for its independence and rigor, and grounded in deep subject-matter expertise. We bring together experts from within and beyond law – including people with lived experience of interacting with the justice system – to develop realistic solutions to key challenges.

## OUR VALUES

### **Inclusivity:**

We prioritise meaningful collaboration and learning. We seek a wide range of views, perspectives and expertise when conducting our work, ensuring the voice of those with lived experience are heard loud and clear.

### **Integrity:**

We are trustworthy and evidence based. We work transparently and with intellectual rigour. We speak out with expertise and courage when appropriate.

### **Independence:**

We prize our objectivity and impartiality, and we are pragmatic and considered in our approach. This enables us to influence and hold key decision-makers to account.

### **Innovation:**

We're not afraid of thinking differently and challenging the status quo when it is not working. We strive to be forward looking and to set the agenda for justice system reform.

## OUR PEOPLE

JUSTICE has around 25 staff who work collaboratively across policy, fundraising, communications, membership, administration and governance.

Our work is overseen by the Board of Trustees led by our Chair, **Dame Alison Saunders DCB**.

We also have a Council, led by our President, **Baroness Helena Kennedy of the Shaws KC** and Vice Presidents **Dominic Grieve KC** and **Baroness Sarah Ludford**, who support our work.

JUSTICE is assisted by a considerable amount of volunteer and pro bono support each year from a range of people who join our working parties, help with research projects and co-host events with us, all of which ensures our work has expert input and broad reach.

## HOW WE WORK

### Leading research:

Our research highlights key problems and proposes practical solutions, hundreds of which have been adopted.

### Advising policymakers:

JUSTICE's strong reputation across Westminster and beyond is based on the quality and independence of its work.

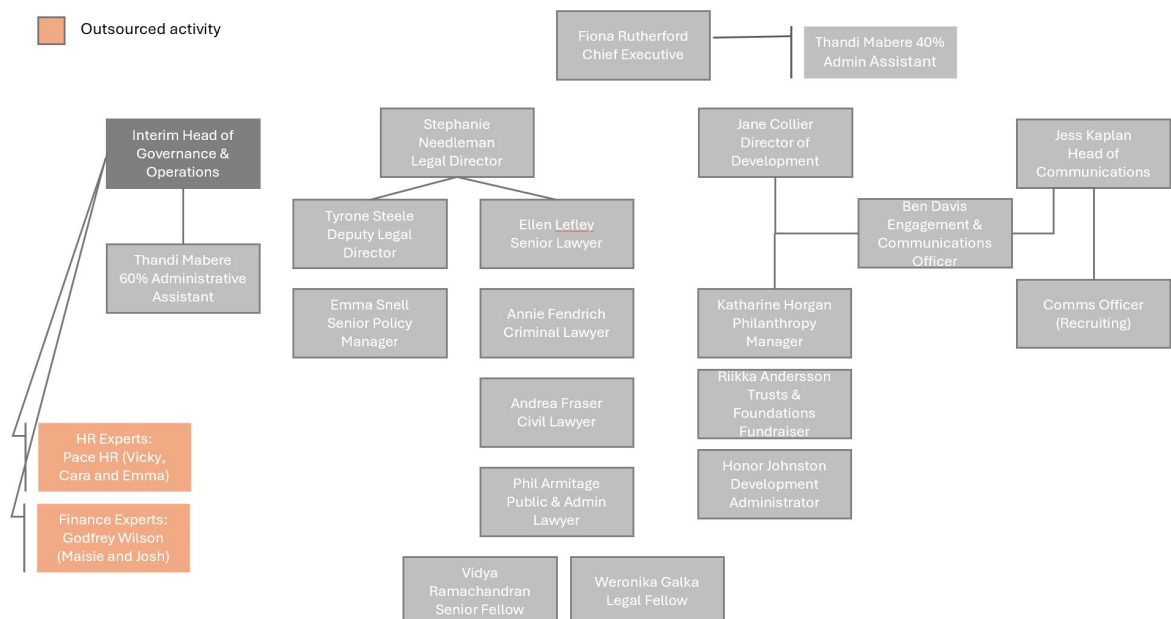
### Convening experts:

Our events, working parties, and roundtables bring together leading experts across a wide range of justice topics.

### Building understanding:

Our spokespeople regularly appear in the media to set out why a fair justice system matters and how it can be achieved.

JUSTICE Organogram



# ABOUT THE ROLE

---

JUSTICE is looking to recruit an Interim Head of Governance and Operations to join our friendly, values-led team. This is a fixed term post for 12 months (maternity cover) and provides an exciting opportunity for someone who has experience of governance and operational management.

We are looking for an individual who has an interest in the purpose of the charity (to improve the UK justice system so that it is fair and within everyone's reach). As well as a keen interest in taking responsibility for a diverse and wide range of activities, policies and processes from overseeing the secretariat functions related to our governance and risk as well as leading in important cross-cutting areas such as audit, budget management and providing HR support. This role will really suit someone who enjoys working with people, is comfortable with a degree of autonomy and who thrives in a role where no two days are the same.

This role plays a central role in the workings of the organisation including with our Policy Team, our Comms Team and our Development Team. They also join Senior Management Team meetings and all Board and Committee meetings. This role is line managed and works closely with the Chief Executive and currently has one direct report, although this may increase to two. This role also leads on the relationships with our accountants (who deliver our financial management and accounting functions) and other external contractors.

# KEY DETAILS

---

Job title	Interim Head of Governance and Operations
Salary	Circa £45,000
Hours	Full time (35 hours per week) Flexible working available.
Location	Hybrid with minimum 5 days per month at our London office (EC4M)
Reporting to	Chief Executive
Start date	6 October or as soon as possible thereafter
Benefits include:	<ul style="list-style-type: none"><li>• 27 days holiday plus bank holidays. Time off between 25 Dec-1 Jan (inclusive). Two additional leave days to look after your wellbeing and to celebrate your birthday.</li><li>• Generous pension scheme (8% employer contribution, rising to 10.5% after 2 years).</li><li>• Annual salary review (measured against inflation)</li><li>• Employee Assistance Programme</li><li>• Headspace subscription</li><li>• Working with a lovely, diverse group of people who care about building a fair, accessible justice system!</li></ul>

# JOB DESCRIPTION

---

The Interim Head of Governance and Operations will lead all aspects of governance, compliance, and operational management for JUSTICE. This role is pivotal in developing and implementing robust governance structures, compliance procedures, and operational policies, while driving continuous improvement in systems, processes, and organisational effectiveness.

## **Key accountabilities:**

- Ensure all aspects of governance adhere to best practices and meet regulatory requirements.
- Develop and maintain effective systems and frameworks for compliance, risk management, and operational efficiency.
- Provide leadership in operational matters, supporting the organisation's mission and long-term objectives.
- Ensure all Leaders and Managers have the tools and support they need to build effective teams and create excellent employee, Board, Council and membership experiences.
- Take ownership of outsourced B2B contracts and build relationships with key external parties.

## **Key responsibilities:**

- Manage the Board, AGM and committee meeting calendar, ensuring well-structured agendas and facilitating effective decision-making processes with clear records of these meetings and management of actions arising.
- Develop and implement governance policies and procedures that align with regulatory requirements and organisational needs.
- Ensure the SMT, Board and other parts of the governance receives comprehensive, timely, and accurate information to support informed decision-making.
- Stay abreast of relevant legislation and governance best practices, implementing changes as necessary.
- Collation of financial data and other data related to the annual audit as required to support internal teams and external parties with our accounts.

## **Operational Leadership and Delivery:**

- Oversee all operational aspects of the organisation, including our internal financial processing and management (including bookkeeping and payroll responsibilities) and HR record-keeping plus leading on shared office management.
- HR lead for the organisation leading on the recruitment, induction and exiting of staff (including tech and other operational requirements).
- Develop and implement strategic operational plans that support JUSTICE's overall mission and objectives.
- Lead the development and maintenance of organisational policies, procedures, and systems to enhance efficiency and effectiveness.

- Be responsible for the tech and IT requirements of the organisation and, with the support of the Data Security Committee, ensure the organisation remains GDPR compliant.
- Seek out options for improvement of internal practices and procedures.
- Support management of departmental budgets, ensuring optimal resource allocation and financial accountability. Oversee all aspects of membership administration; identifying areas to improve membership experience and reduce friction.
- Be first point of contact for wider team in relation to wellbeing matters as well as the Team's Mental Health First Aider.
- Provide operational relationship management for outsourced partnerships eg HR partners and finance partners.

### **Risk Management and Compliance:**

- Develop and oversee comprehensive risk management strategies across the organisation in collaboration with the Senior Management Team.
- Ensure compliance with all relevant legislation, including employment law, health and safety, data protection, and sector-specific regulations.
- Implement and maintain robust internal control systems to mitigate organisational risks, in collaboration with the Senior Management Team.

### **Strategic Planning and Reporting**

- Collaborate with the Senior Management Team to develop and implement organisational strategy.
- Provide data-driven insights and analytics to inform strategic decision-making.
- With support and input from the Senior Management Team, develop and present regular reports on operational performance, governance matters, and risk management to the Board and senior leadership.

### **Stakeholder Management**

- Build and maintain effective relationships with Board members, senior leaders, staff, and external partners.
- Act as a key liaison between the Board and the executive team, ensuring effective communication and alignment.
- Maintenance of employee benefits to ensure regular reviews and renewals, along with ensuring correct employee enrolment, in partnership with the external HR advisors.
- Represent JUSTICE in relevant external forums, promoting the organisation's mission and values.

And to undertake other duties within the spirit and the scope of the role.

# PERSON SPECIFICATION

---

## **Knowledge & experience:**

- Proven experience in a management role, with a focus on Governance, Operations (including HR) and of related functions, preferably within the non-profit sector.
- Proven track record in developing and implementing governance frameworks and operational strategies.
- Strong understanding of charity governance, relevant legislation and regulatory requirements.
- Experience in financial management and resource allocation as well as day to day budget and financial coordination such as invoicing, bookkeeping and Travel & Subsistence.

## **Skills & abilities:**

- Stakeholder management: able to build and maintain effective relationships with senior leaders, managers and external partners and influence at all levels.
- Compliance and risk management: Able to demonstrate knowledge of compliance and risk management and to ensure organisational practices align with best practice.
- Budget management: able to manage departmental resources and budgets effectively; raise and pay invoices and have experience of other finance related work
- Strong analytical; and problem-solving abilities, with a focus on continuous improvement.
- Ability to balance strategic thinking with hands-on operational management.

## **Values & behaviours:**

- A demonstrable commitment to JUSTICE's mission and values.
- High level of integrity and professional ethics.
- Proactive and adaptable approach to challenges and opportunities.
- Collaborative working style with a focus on empowering teams and individuals.



# APPLICATION PROCESS

---

To apply, please submit your CV (maximum 2 pages) and, in a separate document, a two-page Expression of Interest to [jobs@justice.org.uk](mailto:jobs@justice.org.uk)

**Closing date for applications: 12pm, Monday 18 August 2025.**

Sifting complete: By Friday 22 August 2025.

**Interviews: Wednesday 10 September and Thursday 11 September** (Candidates may be required to complete a test as part of the interview process)

## Expression of Interest (maximum 2 pages)

Carefully go through the job description for this role and provide evidence that addresses the criteria in the **Person Specification**. This should cover **Knowledge and Experience, Skills & Abilities and Values & Behaviours**. You should avoid statements without evidence to support the assertion you might be making.

For example, avoid: 'I am proactive and adaptable when it comes to challenges and opportunities' without adding any examples or evidence to support the sentence.'

Instead, ensure there is an example of your work/experience included: 'Evidence that demonstrates my ability to be adaptable and proactive includes my approach to a change programme I was leading last year. There were a number of barriers I encountered, one of which was the need find a more cost-effective solution. I adapted my approach by reviewing a number of alternatives and then produced an options paper for the Director with my recommendation and my rationale for this recommendation.'

JUSTICE is an equal opportunities employer. We encourage applications from people of all backgrounds and welcome everyone who shares our values and purpose regardless of age, gender, race, region, socio-economic background, education, sexuality, identity, disability and neurodiversity.

Due to the high number of applications we receive we are unable to provide individual feedback to applicants who are not interviewed.

Please note that we will not respond to any enquiries from recruitment agencies.