

USER VOICE

Role: Project Manager – Lived Experience Programmes

Location: London

Responsible to: Chief Operating Officer

Salary: Up to £40,000 depending on experience

Contract Type: Permanent

Full Time/Part Time: Full time

Holiday: 25 days per annum plus public holidays

Probationary Period: Six months

About User Voice

User Voice exists to reduce the harm caused by crime and punishment. We bring people impacted by the justice system together with those who deliver its services to create much needed transformative change. We do this by working with people with convictions to support and develop their confidence, skills and mindsets. They then deliver our programmes to many more people who are impacted by the criminal justice system.

Our programmes include:

- Peer research and consultations that amplify lived experience insights
- Supporting people with experience of the justice system to lead change in prisons and probation, whilst transforming their own lives.
- Transforming the criminal justice system through influencing policy and practice to create a safer society.

We are currently working in 40 prisons across England, with 100 lived experience volunteers, reaching over 1,000 people in the system a month, giving us the largest organisational range in terms of lived experience insights. We work with HM Prison and Probation Service, HM Inspectorate of Probation, the NHS, Local Authorities and Police commissioners.

We do this because we've been there too – in court, in prison, on probation – so we understand the challenges first hand and use our lived expertise to inform our model. Nine out of ten of our staff have criminal convictions and experience of mental health problems, problematic drug or alcohol use, homelessness, care, or exclusion.

Role Overview

This is a leadership role within User Voice's London team, managing two of our new flagship programmes focused on mentoring, volunteering, and community engagement for people with convictions. The Project Manager will lead the planning, delivery, and evaluation of these initiatives, ensuring they meet strategic objectives and deliver meaningful impact for participants and stakeholders.

This role is ideal for someone with lived experience of the criminal justice system who is ready to take the next step in their career or is already leading complex projects and managing teams and partnerships.

Key Responsibilities

- Lead the delivery of two new flagship programmes, ensuring high-quality outcomes and alignment with User Voice's mission.
- Build and maintain relationships with prisons, probation services, community organizations, and research partners.
- Lead on the recruitment, training, and supervision of volunteers, ensuring their meaningful involvement in project delivery.
- Lead on data collection, analysis, and reporting to demonstrate impact and inform continuous improvement.
- Manage project budgets and resources effectively.
- Contribute to organizational learning and development, identifying opportunities for innovation and growth.
- Collaborate with other teams and contribute to wider User Voice initiatives as needed.

Person Specification

Essential:

- Personal lived experience of the criminal justice system.

- Proven experience in project management
- Experience using project management tools and software
- Strong communication and relationship-building skills.
- Experience of supporting and coordinating groups of volunteers.
- Experience of supporting and managing staff.
- Ability to manage competing priorities and meet deadlines.
- Commitment to equity, diversity, and inclusion.
- A proactive, solutions-focused approach.

Desirable:

- Experience of working with children, young adults or families affected by the justice system.
- Knowledge of social research methods and data analysis.
- Familiarity with the charity sector and/or criminal justice system.

FURTHER INFORMATION

Equality and diversity

User Voice actively encourages applications from people with convictions and particularly welcomes applications from underrepresented groups within the criminal justice system. We are committed to creating a diverse and representative workforce, reflective of those that the organisation represents. We actively encourage applications from all sections of the community regardless of race, gender, sexual orientation, religion, age, or disability

Disclosure and Baring Service (DBS) checks

This post is subject to an **enhanced criminal record disclosure check** via the Disclosure and Barring Service (DBS) processes, as the post holder will have regular unsupervised access to vulnerable adults, young people and/or children. The purpose of the check is to ensure that the nature of the applicant's criminal record, considered alongside evidence of the applicant's rehabilitation, does not indicate that his or her employment in this role would put current service users at risk.