

Thank you for your interest in the role of Partnerships and Inclusion Manager at Catch22. We're delighted you're considering joining our team, and we welcome your application.

Catch22 is a charity and a social business. We deliver over 100 services across England and Wales in justice, education, children, families, communities, employability, and skills. Underpinning all our services is our firm belief that everyone needs good people around them, a safe place to live, and a purpose in life in order to thrive.

For more than 230 years, Catch22 has been focused on delivering high-quality services for people facing challenges and using our experience to advocate for systemic reform in public services. We are committed to not just meeting immediate needs but to driving forward lasting change.

Within Catch22's Justice Hub, we are acutely aware of the growing challenges faced by those we support. Court backlogs, for instance, have significant impacts on both victims and offenders. We also see increasing complexity in the needs of our service users, requiring innovative and compassionate approaches to support. Our ambition is to influence systemic change positively, reforming public service delivery to achieve better outcomes for individuals and communities.

Our portfolio of services is uniquely positioned to address both offender rehabilitation and victim recovery. We work across the criminal justice system, from supporting offenders through our Offender Management and Gang Units to providing rehabilitative services such as Personal Well-being, Finance, Benefit & Debt, and Dependency & Recovery services. Simultaneously, we are expanding our Victim Services, helping individuals navigate the aftermath of crime through initiatives like the Greater Manchester Victim Service and the Young Londoners' Victim Service.

We believe that reducing crime relies on enabling recovery for victims and providing pathways to rehabilitation for offenders, empowering them to live crime-free lives. This dual perspective gives Catch22 a holistic insight into how best to support individuals and drive meaningful change within the criminal justice system.

Innovation and a pioneering mindset are at the heart of what we do. As a charity operating outside the constraints of traditional public services, we're constantly seeking new ways to improve lives and create impact. Many are drawn to Catch22 for this spirit of curiosity, innovation, and commitment to making a real difference in the third sector.

Each role at Catch22 is fundamental to achieving our mission. We deeply value the compassion, collaboration, and dedication of those on the front lines, leading teams, and managing services. We look forward to the contributions you will bring to our shared vision.

Kind regards,

Matt Randle, Director of Justice at Catch22

Matt has been with Catch22 for a total of 11 years, and during that time has held a total of 7 different positions, progressing from a Custody Case Manager to Assistant Director, Justice in 2018, and Director of Justice in November 2022.

Matt has a wealth of experience in successfully overseeing Catch22's Justice Hub's operational delivery, as well as a huge passion for Catch22 and the work we do across the Criminal Justice System.



Partnerships Manager—Justice

Salary	£32,620.00 per annum
Location	Norfolk and Suffolk
Hours	37.5 hours per week
Contract	Permanent
Interview	Ongoing
Reports to	Head of Service
Screening	Enhanced DBS, NPPV—Level 2

About Us

Over the past year Catch22 has delivered over 100 services...
Read more in our recent [impact report](#).

Catch22 exists to help build a society where everyone has a good place to live, good people around them, and a fulfilling purpose. We call these our '3Ps'.

We achieve this in two ways. First, we improve lives on the frontline through delivery of public services. Secondly, we use our knowledge to change 'the system', to fix the complex web that can trap and disempower those it was set up to help. With the heart of a charity and the mindset of a business, we are uniquely placed to deliver on this challenging agenda.

In Justice, we work with young people and adults in custody and in the community, providing a range of services including offender management and resettlement, mentoring, veterans in custody, victim services, gangs work and youth justice. We believe that with effective support mechanisms and the correct interventions, we can change service users' ideology, helping them desist from crime and reach their true potential.

We are looking for someone who is compassionate, collaborative, and empowers others

What values guide our people?

Our values, chosen by staff from across Catch22, reflect the approach to working and embedded in all the work we do:

- ◆ **We're compassionate:** we care about people—supporting them to move forward.
- ◆ **We empower others:** we give people the knowledge, skills and opportunities to thrive.
- ◆ **We're collaborative:** we do things with people, not to them.
- ◆ **We're curious:** we explore, innovate and challenge to improve what we can do.

Pack is for information only

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In the last year:



42,000

People were supported by our Justice teams.



100%

Of commissioners were satisfied or very satisfied with the service our teams delivered.



£696,370

Were retrieved for victims of fraud by the Hertfordshire Beacon Fraud Hub.



About You

As Partnerships and Inclusion Manager, you will lead the development and management of relationships with statutory agencies, third sector organisations, and voluntary groups that contribute to the effective delivery of the Norfolk and Suffolk Victim Care Service (NSVCS). You will build on existing networks and forge new partnerships to expand the reach, quality, and diversity of support available to victims across the region.

You will collaborate with partners to identify opportunities for joint working, co-design service enhancements, and monitor and evaluate the impact of partnership activity. This includes maintaining formal referral pathways, supporting strategic engagement, and ensuring that all partnership work aligns with the service's commitment to inclusion, social value, and victim-centred outcomes.

Success in this role requires excellent organisational, interpersonal, and communication skills, alongside a proactive and strategic approach to stakeholder engagement.

About Your Role

As Partnerships and Inclusion Manager your main duties and accountabilities will include:

- Build and maintain positive relationships with statutory, non-statutory, third sector and voluntary organisations across Norfolk and Suffolk.
- Represent Catch22's interests at strategic boards, forums, and multi-agency meetings to ensure victim-centred outcomes are embedded in local decision-making.
- Lead the development and implementation of formal referral pathways into NSVCS and onward to specialist services.
- Strengthen operational relationships with Norfolk and Suffolk Constabularies to improve referral quality and compliance with the Victims' Code of Practice.
- Promote the service through stakeholder events, the NSVCS website, and joint communications strategies to increase awareness and referrals.
- Oversee the development and delivery of the social value, inclusion, student placement and volunteering strategy, including the identification and management of community ambassadors and student placements.
- Monitor partner organisations to ensure quality delivery of services aligned with NSVCS objectives.

Career Family & Grade	Operations, Team Leader
Scale	National
Job Reference Number	REF3621B
Closing date	0900 on April 14th

- Attend and contribute to Local Performance Management and review meetings.
- Collaborate with the Head of Service to develop and deliver team objectives.
- Support the Head of Service in developing systems that promote equal opportunities and anti-discriminatory practice.
- Provide training, presentations, and support to multi-agency professionals on the nature and scope of victim services
- Maintain up-to-date knowledge of welfare rights, housing, employment and health issues affecting service users and disseminate this as required.
- Promote a learning culture within NSVCS, sharing best practice and facilitating cross-team learning.

This hybrid role requires a minimum of three days per week working from an office base and/or in the community. The Partnerships and Inclusion Manager is expected to attend in-person meetings with stakeholders, deliver outreach activities, and maintain a visible presence across service sites. Remote working is supported for the remainder of the week, subject to operational priorities.

**What does good look like for this role?**

As the Partnerships and inclusion Manager with responsibility for the developing relationships with our partners and stakeholders, you will have a great opportunity broaden the range of organisations we work with and help us to develop our brand within the community. Good will look like the following:

- A confident, professional, and creative individual with a 'can-do' approach
- Responsive to pressure and change – flexible and adaptable to sustain performance.
- Ability to build and manage relationships, share knowledge and skills to deliver shared goals
- Working collaboratively across the whole of Catch22 to ensure we make best use of our wealth of skills and experience.
- Excellent communication skills with the ability to influence key stakeholders and retain confidentiality at all times.

Organisational Relationships

Reports to Head of Service

Liaises closely with key stakeholders such as Directors, Assistant Directors, Service Managers, employees, volunteers, commissioners, and representatives of other local stakeholder groups.



COMPETENCY	ESSENTIAL	DESIRABLE	ASSESSMENT
QUALIFICATIONS	Educated to good standard, including as a minimum GCSE level English and maths		Application
KNOWLEDGE/ EXPERIENCE	Experience working in multi-agency settings, including statutory and third sector partners.	Previous experience and a good working knowledge of the victim and witness field.	Application / Interview
	Proven ability to manage external stakeholder relationships and collaborative projects.	A good understanding of the National Victim and Witness Code model and working practices.	
	Experience supporting high-risk, socially excluded individuals.		
	Understanding of evaluation, service user involvement, and continuous improvement.	Experience in volunteer management.	
	Knowledge of victim and witness systems, including relevant policy and the Victims' Code.		
	Experience in managing volunteers and/or student placements, including supervision and impact tracking.		
	Awareness of safeguarding procedures and escalation protocols.		
SKILLS & ABILITIES	Strong planning, coordination, and project management skills.		Application / Interview
	Excellent communication skills, both verbal and written, with confidence in presenting and influencing.		
	Skilled in stakeholder engagement, partnership development, and volunteer coordination.		
	Ability to monitor, evaluate, and report on service and partnership activity.		
	Proficient in Microsoft Office and digital collaboration tools.		
	Flexible and responsive to service needs across Norfolk and Suffolk.		

**OTHER**

A commitment to working with Service Users in a manner which demonstrates respect and promotes empowerment.

Awareness of health and safety issues.

A commitment and willingness to make a positive contribution to the development and maintenance of a high quality service.

A commitment to working in a proactive and innovative manner.

Able to work flexible and unsocial hours when required.

Awareness of and commitment to Equality & Diversity.

Willing to travel and work flexibly

Willing to undertake training, as required.

Driving License & Access to a vehicle for work purposes.

Application / Interview

If you have spent or unspent convictions and need to make a disclosure, or would like advice on whether a role we have advertised is suitable, please contact Rik at our partner, [Offploy](#), via rik@offploy.org for support and guidance.

How and when? Catch22 only ask a candidate to declare criminal convictions upon accepting a conditional offer of employment (except where our roles are exempt from the Rehabilitation of Offenders Act). By doing this, they ensure hiring teams are only assessing candidates on how closely they match the advertised person specification, to avoid conscious and unconscious bias from affecting hiring decisions.

Screening Process

Each role at Catch22 is evaluated on the types of screening that are necessary for the opportunity. Successful candidate's only undergo checks relevant to the role they have been offered.

The advert and offer letter will list the types of checks that a candidate must undergo for the relevant role and a cover letter, sent alongside the offer letter will detail the checks and also explain how Catch22 collects, keeps, and destroys data around a person's criminal record.

Guidance on making a disclosure is given to all candidates at offer and decisions on hires is not made solely on the results of screening checks.

Why?



At Catch22, we believe that those who have experienced the challenges and successes of the Criminal Justice System first-hand are best equipped to drive change. That's why we recruit people with lived experience, have implemented a Lived Experience Lead, and have partnered with organisations to support us in doing this as effectively as possible.

[Watch](#) to learn more about Catch22's innovative work in using the expertise and talent of those with [#LivedExperience](#).

"At Catch22 we want to attract the widest range of talent available and we therefore open as many of our roles as possible to people with convictions. We have found that they bring a different perspective to some issues and display great loyalty to our organisation. We firmly believe that giving people another chance is the right thing to do".

Dom Dingle, Recruitment Coordinator—Justice



"We recognise that those involved in crime often feel trapped in negative patterns of behaviour and that this leads to repeat offending. We also recognise that employment is the best way to break this cycle and enable people to move forward and lead positive, fulfilled lives. For this reason Catch22 is proud to support the Ban the Box campaign and is committed to providing a fair recruitment process that offers equal opportunities to all, including those with criminal convictions."

Christina Duru, Chief People Officer

Catch22 has Banned the Box which means we not only encourage applications from those with lived experience and/or criminal convictions but also do not ask for a declaration until a conditional offer is made. We ask for any disclosures on unspent convictions to be disclosed at the offer stage and provide support both internally and sign-post to external partners to support with disclosures. We assess the disclosed convictions against the successfully offered role and can adapt roles based on convictions. Please see our full statement on hiring those with convictions and note that we do have employees currently within the Justice Hub with convictions. Support is given at the offer stage for providing a disclosure.

