

Thank you for your interest in the role of Partnerships 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.



Quality Assurance Manager—Justice

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Salary £31,200.00 per annum

Location Hybrid, 2 days per week at GMP HQ

Hours 37.5 hours per week

Contract Permanent

Interview Assessment on 16th April; Interview on 30th April

Reports to Deputy 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



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 a Partnerships Manager you will undertake the development and relationship management of all partners, statutory, third sector and voluntary organisations that can assist in the effective delivery of the service.

This will be achieved by building on existing and new relationships with key stakeholders and delivery partners to expand the range and quality of provision for victims across our locale.

It will be essential for you to collaborate with existing and new partners to identify organisations for support and work with them to deliver, monitor and evaluate any work undertaken as a result of the partnership.

You will require strong organisational, interpersonal and communication skills.

About Your Role

As Partnerships Manager your main duties and accountabilities will include:

- To be responsible for building and maintaining positive relationships with key statutory and non-statutory, third sector and voluntary organisations.
- To assist in building and maintaining Catch22's victim profile across the Greater Manchester Area.
- To represent Catch22's interests to agencies and partners, enabling achievement of victim centred outcomes
- To carry out regular and robust monitoring of organisations to ensure quality delivery of service and activities that support the service delivery.
- To assist the Head of Service in developing systems to ensure effective service delivery within an equal opportunities framework and promote anti discriminatory practice in all aspects of the work.
- To provide advice, information, presentations, training and support to multi agency workers about the nature of the victim service.

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

- To consistently review and continuously improve links to and relationships with primary referral providers including Police Officers in Charge, Crown Prosecution Services, Her Majesty's Court Services, third parties and victims of crime.
- To ensure all adult and young people safeguarding risks are managed in accordance with policy and escalated through referrals and defensible disclosure to the relevant authority.
- To maintain an active interest in and have a good working knowledge of welfare rights, housing, employment and health issues affecting service users and to disseminate this as required.
- To promote a learning culture within the victim service environment sharing best practice and cross team learning with multidiscipline within the team.
- To disseminate agreed advice, information and support to multi agency workers and victims about the nature of Catch22 victim services.
- To maintain and manage stakeholder relationships through attendance at key events, membership of groups and forums and regular meetings with opposite team leaders in key organisations.
- To actively promote the victim service at stakeholder events, through the victim service website and as part of a joint communications strategy.
- To work with the Head of Service to identify and develop community points/ambassadors and manage these relationships moving forwards.
- To attend and contribute to Local Performance Management and review meetings, as required.
- In liaison with the Head of Service to participate in the development of team objectives.



- Ensure the service brand is widely and regularly publicised, managing any public relations issues and ensuring the service has an excellent reputation.
- Manage complaints from service users and professionals in line with agreed local and Catch22 policies and procedures
- Recruitment and management of volunteers, as appropriate, to support the consciousness raising goals of the service.

What does good look like for this role?

As the Partnerships 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 Deputy 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	<p>Experience of working in a multi-agency context.</p> <p>Experience in managing relationship with external stakeholders.</p> <p>Experience of working in an environment that supports high risk clients who are disadvantaged and socially excluded.</p> <p>An understanding of the importance of evaluation and service user participation</p> <p>Knowledge of victim and witness system and recent policy in relation to service users.</p>	<p>Previous experience and a good working knowledge of the victim and witness field.</p> <p>A good understanding of the National Victim and Witness Code model and working practices.</p> <p>Experience in volunteer management.</p>	Application / Interview
SKILLS & ABILITIES	<p>Skills in planning and coordination.</p> <p>The ability to listen and to communicate effectively and to a high standard both verbally and in writing.</p> <p>Skills in networking and maintaining positive relationships with key stakeholders.</p> <p>Skilled in managing finances and budget control.</p> <p>Competent in the use of IT including windows, Excel and PowerPoint.</p>		Application / Interview

**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.

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.

