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| Partnership & Inclusion Manager (London CYP) **Job Description and Personal Specification** | |
| **Role:** | Partnership and Inclusion Manager |
| **Place of work:** | London CYP Victims Service |
| **Hours of work:** | 22.5 hours per week |
| **Salary/Grade** | Team Leader |
| **Reports to:** | Senior Operations Manager |
| **Level of screening:** | Enhanced DBS |
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| Who we are | |

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'.](https://www.catch-22.org.uk/about/our-vision/)

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.

Catch22 Victim Services provide tailored support to individuals to empower them to cope and recover from the impact of crime.

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| Where you fit in | |
| 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 young 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, inter-personal and communication skills. |
| Main Duties & Accountabilities | |

* 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 London.
* 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.
* 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 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.

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| 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.

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| Organisational Relationships |

* Reports to Senior Operations Manager
* Liaises closely with key stakeholders such as Directors, Assistant Directors, Service Managers, employees, volunteers, commissioners, and representatives of other local stakeholder groups.

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| Partnerships Manager: Person Specification | | | |
| **COMPETENCY** | **ESSENTIAL** | **DESIRABLE** | **ASSESSMENT** |
| **QUALIFICATIONS** | Educated to good standard, including as a minimum GCSE level English and maths |  | Application |
| **KNOWLEDGE/ EXPERIENCE** | Experience of working in a multi-agency context.  Experience in managing relationship with external stakeholders.  Experience of working in an environment that supports high risk clients who are disadvantaged and socially excluded.  An understanding of the importance of evaluation and service user participation  Knowledge of victim and witness system and recent policy in relation to service users. | Previous experience and a good working knowledge of the victim and witness field.  A good understanding of the National Victim and Witness Code model and working practices.  Experience in volunteer management. | Application / Interview |
| **SKILLS & ABILITIES** | Skills in planning and coordination.  The ability to listen and to communicate effectively and to a high standard both verbally and in writing.  Skills in networking and maintaining positive relationships with key stakeholders.  Skilled in managing finances and budget control.  Competent in the use of IT including windows, Excel and PowerPoint. |  | 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 |