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| Partnerships & Inclusion Manager **Job Description and Personal Specification** | |
| **Role:** | Partnership and Inclusion Manager – Norfolk & Suffolk Victims Service |
| **Place of work:** | Norfolk and Suffolk Victims Service |
| **Hours of work:** | 37 hours per week |
| **Salary/Grade** | Operational - Team Leader |
| **Reports to:** | Assistant Director (Justice) |
| **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 and Inclusion Manager you will undertake the development and relationship management of ecosystem 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 Norfolk and Suffolk.  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.  It will be essential to work with our service users to identify barriers to access, service experience and use this information to inform our EDI and wider delivery strategy  You will require strong organisational, inter-personal and communication skills. |
| Main Duties & Accountabilities | |

**1. Strategic Engagement & Partnership Development**

* Build and maintain relationships with ecosystem partners (EPs), statutory and non-statutory agencies, and community partners (CPs).
* Identify gaps in service provision and develop partnerships to enhance accessibility and inclusivity.
* To provide advice, information, presentations, training and support to multi agency workers about the nature of the victim service
* Support the Head of Service (HoS) in managing strategic and operational partnerships.
* 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

**2. Community Engagement & Inclusion**

* Develop and implement a Communications & Engagement Strategy (C&ES).
* Drive outreach and engagement activities, particularly targeting underrepresented and marginalised communities.
* Establish a Community Partner Network to support equality of access.
* Coordinate and deliver community events, workshops, and campaigns aligned with local needs and national awareness initiatives.

**3. Volunteer & Student Placement Management**

* Recruit, train, and manage Community Champion Volunteers and Student Placements reflective of the demographic profile of the local population in areas of community engagement, service delivery and resource development

**4. Victim & Survivor Involvement**

* Facilitate the Quarterly Victim Experience Panel to gather feedback and co-design service improvement and development of inclusive and accessible service materials
* Implement feedback mechanisms and ensure insights inform continuous improvement across the service.

**5. Equality, Diversity & Inclusion (EDI)**

* Implement and monitor the service’s EDI strategy.
* Ensure accessibility of service communications and delivery for people with protected characteristics.
* Collaborate with the central Inclusion Lead and local organisations to address barriers to access.

**6. Marketing & Communications Support**

* Support the development and dissemination of inclusive marketing materials.
* Work closely with the Communications Team and Marketing Student Placement to manage digital engagement.
* Promote the service through social media, local media, and community networks.

**7. Data & Reporting**

* Collect and analyse engagement and inclusion data to inform service planning.
* Contribute to quarterly reports and continuous improvement plans.
* Monitor demographic trends and adjust engagement strategies accordingly.

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| What does good look like for this role? |

As the Partnerships and Inclusion Manager with responsibility for developing relationships with our partners and stakeholders, you will have a great opportunity to broaden the range of organisations we work with and help us to develop our brand within the community and ensure the service is accessible. 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 Assistant Director for Justice
* 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 and Inclusion 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.  Experience in volunteer or student placement management. | 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. | 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 |