



JOB DESCRIPTION

Partnerships Manager

About Us

Settle is a charity that supports young adults as they leave the care system and move into their first home. We provide intensive one-to-one support addressing practical life skills, sustaining a tenancy and managing emotional wellbeing. Our preventative approach to homelessness helps care-experienced young people to make long-lasting changes and thrive.

We are a fast-growing organisation and 2022/23 was a big year for Settle. We worked with more young people than ever before, developed new services and expanded our team. Since launching in 2015, we've supported over 500 young people across London and the South East and we're proud to have won the Care Leavers category award at the 2023 Children and Young People Now Awards. We also featured in Escape the City's Top 100 social impact organisations 2022, Guardian Public Service Awards finalists in 2019 and Big Issue's Top 100 Changemakers in 2022.

We work with some brilliant partners; from JP Morgan Chase Foundation and the National Lottery Community Fund, to local authorities and housing associations across London. We're a deeply committed team of 15 supported by a brilliant board of 7 trustees who help us achieve our social mission. We have ambitious plans to continue scaling our impact over the coming years and are in the second year of our 3-year strategy.

OUR APPROACH:

GROW THE GOOD

We focus on building young people's strengths rather than dwelling on their weaknesses. Asset-based approaches underlie all our services.

YOUNG PEOPLE FIRST

We ensure the needs of the young people we support with are prioritised above all else, and we work to overcome barriers in the system.

INTENTION ISN'T ENOUGH

We go the extra mile to ensure we deliver the impact our programmes seek. We are dedicated to improving outcomes for young people.

Job Description

ABOUT THE ROLE



We're on the hunt for a Partnerships Manager to join us at this exciting stage in Settle's development. Over the next few years, we hope to grow the number of young people we are working with and develop new services to support young people with a range of support needs.

You will report into the Head of Business Development. As our Partnerships Manager you will be integral to helping us to grow our reach so that we can work with more care-experienced young people across London, whilst also exploring potential opportunities further afield.

KEY INFO

Reports to: Head of Business Development

Start Date: As soon as possible

Salary: £35,500 - £39,800

Hours: Full-time

Contract: Permanent

Location: Hybrid working between our office in Tobacco Dock, meeting with relevant partners across London, and working from home

Closing date: Monday 1st April

RESPONSIBILITIES

Partnership Relationship Management

The primary focus of your role will be to identify and build relationships with potential new partners. This will involve exploring opportunities for collaboration and developing exciting new partnership pathways to help Settle expand its reach and increase referrals to our programme to enable us to support 218 young people in 2024/25. You'll also work collaboratively with the Settle Programme team to manage our existing partnerships; ensure they are working effectively and identify any opportunities to further develop and strengthen those relationships.

Manage a pipeline of partnership opportunities

You'll be responsible for managing the partnership development process at Settle, deepening our impact by increasing the number of young people we work with. You'll develop our pipeline to increase our delivery capacity by 20% over the next year. From nurturing new leads, developing proposals and managing negotiations through to onboarding new partners. You'll also oversee our ongoing partnership management alongside the programme team ensuring we're meeting the requirements of our contracts and effectively managing the retention process.

Develop our partnership strategy

Working alongside the Head of Business Development you will support Settle to further develop our understanding of the needs and priorities of our young people and ensure our partnership development aligns with our organisational strategy, mission and values. You'll be horizon scanning, ensuring Settle is well positioned to take advantage of new opportunities. This could include keeping abreast of policy developments, utilising relevant internal and external data to build a business case, or exploring new commissioning prospects.

Partnership marketing and communications

In collaboration with our Communications Manager, you will implement effective partnership marketing and communications. This will include developing a compelling case for support and refining our current partnership materials to raise our profile and engage with a wider pool of potential partners. You'll explore potential gaps in our current approach and support with the development of new content. This could include promotional materials, social media content or leading on partnership events.

Working collaboratively

You'll work closely with different members of the Settle team, including senior leadership, to ensure you are learning from them and they are learning from your experiences. You'll collaborate with others in order to make decisions. You will contribute to an inclusive working environment for everyone.

Getting stuck in

We are a small but growing team and you'll be ready and excited to get stuck into new projects and opportunities as they arise – you'll be adaptive and innovative in your approach to partnership development and stretching yourself and developing your expertise.

WHAT WE'RE LOOKING FOR

This role will play an essential part in helping Settle to scale the award-winning work our team are doing to support care experienced young people moving onto independence.

With a track record in partnership management, you will have excellent verbal and written communication skills. You will be able to confidently present and adapt your approach to different audiences and effectively develop and influence external and internal relationships.

You will be confident in delivering against key performance indicators, generating a significant increase in referrals to our programme, alongside driving an increase in partnership income. A strategic thinker, you'll be able to help Settle prospect for new opportunities and pivot our approach where necessary to drive growth.

We've highlighted this role as integral for our growth and are committed to finding the right person for this role. If you have experience in some but not all areas of the person specification, we encourage you to apply. We're also open to hearing from those with an unconventional work history if you're able to demonstrate a successful track record of effective relationship management.

There is scope within the salary banding, dependent on the level of experience, for this role to be graded as a senior manager post.

What we're looking for:

- * You care about providing the very best support for the young people we work with
- * You're an excellent relationship builder and able to build strong relationships with key external and internal stakeholders
- * You have excellent verbal, presentation and written communications skills
- * Excellent interpersonal skills, with the ability to network, engage and negotiate
- * You're a strategic thinker with excellent analytical and decision-making skills
- * You're impact driven, understand the power of data and stories and know how to use them to support our work
- * You have a reflective and open approach to work, open to feedback and keen to put learnings into action
- * You establish positive working relationships, has a strong work ethic and is flexible to changing priorities
- * You are dedicated to embedding equality, diversity and inclusion into all areas of your work

EXPERIENCE NEEDED FOR THIS ROLE

ESSENTIAL

- More than 2 years' experience of partnership management
- Track record in effective pipeline management including prospecting, negotiating, contracting and ongoing relationship management
- Experience of managing or co-ordinating projects with multiple stakeholders
- Experience of using a CRM system or similar system for managing a pipeline of opportunities

DESIRABLE

- Experience working in the public or third sector
- Knowledge of issues facing young people, particularly those with experience of care
- Experience of public sector tendering and commissioning
- Marketing and communications experience

WHAT WE REQUIRE

As a precondition of employment, we'll need you to:

- Complete a basic Disclosure and Barring Service (DBS) check.
- Provide two satisfactory references. At least one of which should be from your most recent employer.

BENEFITS

- Scope to take real ownership in a fast-growing charity
- Flexible working arrangements
- Strong commitment to professional development with a dedicated training budget
- Annual performance and pay progression reviews
- Up to 5% pension contribution
- 40 days paid leave per year: 25 days annual leave, 8 bank holidays, 3 days between Christmas and New Year and 4 wellbeing days
- Cycle to work scheme
- Employee Assistance Programme offering free therapy
- Work phone and laptop
- A supportive and inclusive culture with regular team social events

HOW TO APPLY

Please answer the following questions in the form on [our Careers webpage](#). Please also upload a CV and complete the equality and diversity monitoring questions.

We recommend reviewing the 'what we're looking for' section and the essential and desirable experience to ensure you are evidencing as much of those areas as possible. Where possible we also recommend using the STAR approach for answering the questions.

Application questions:

1. Based on the skills outlined in the 'what we're looking for' section and the essential and desirable experience listed above, please tell us why you think you'd be great for this post.
2. What excites you the most about this role?
3. What do you think might be some of the challenges Settle could face in growing and diversifying its partnership pipeline?
4. How did you hear about the vacancy?

Settle is happy to receive video or voice recording submissions answering the questions above. If this is your preference please send along with a CV and the equality and diversity monitoring form ([download here](#)) to jobs@wearesettle.org

Please be aware that neither format is preferred and all applications will be considered equally.

We are committed to improving the diversity of our team and we want to ensure that our recruitment process is inclusive and accessible to everyone. Completing the equality and diversity monitoring form alongside your application helps us to achieve this, so please do fill this in, if you are able to.

Once the applications have been received, your equality and diversity information will be separated from your application and will remain anonymous throughout the selection process.

The closing date for the role is Monday 1st April. Interviews will be held w/c 16th April and w/c 22nd April. Please note that you will only be contacted if you are shortlisted for interview.