



JOB DESCRIPTION

# Programme Officer

## 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 1:1 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 2021/22 was a big year for Settle. We worked with more young people than ever before, developed new services and doubled our team size. You can [read more about our recent work here](#).

Since launching in 2015 we've now supported hundreds of young people across London and we're proud to have been selected as a Guardian Public Service Awards finalist in 2019 and to have been voted the 'Best Tenant Support Programme' at the National Housing Excellence Awards 2016.

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.

### 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 Programme Officer 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.

As our Programme Officer you will be working on the frontline, delivering 1:1 sessions with care-experienced young people across London and the South-

East. You'll work closely with our partners to ensure the smooth delivery of our contracts and report to the Programme Manager.

We are advertising this role on either a hybrid basis; with travel into the office one or two days a week and travelling to deliver sessions across London the rest of the week, or entirely remote with travel to London once a month.

## KEY INFO

Reports to: Programme Manager

Start Date: As soon as possible

Salary: London: £25,460 - £27,040, Remote: £22,277 - £23,920

Hours: Full-time

Contract: Permanent

Location: Hybrid working between our office In Tobacco Dock, delivering frontline work in communities across London and working from home OR fully remote with travel to our office once a month.

Closing date: Sun 2nd October, interviews week commencing 10th October

## RESPONSIBILITIES

### SUPPORTING YOUNG PEOPLE

You'll deliver our programmes and work 1-1 with care-experienced young people across London. You'll manage a caseload of young people and be a shining role model to those you're supporting.

### WORKING WITH DELIVERY PARTNERS

You'll be working closely with our delivery partners to ensure the young people are getting the best support out there. Whether that's liaising with social landlords or local debt advice charities. From time to time you may join contract meetings to share the work you are doing on the frontline.

### COLLECTING CRUCIAL IMPACT DATA AND EVIDENCING IMPACT

You'll be meticulous in ensuring you collect and report high quality data, understanding that this information is crucial to demonstrating our impact to funders and clients. You'll ensure your notes and our databases are up to date with accurate information.

### WORKING COLLABORATIVELY

You'll work closely with Programme Officers and the wider team 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 - stretching yourself and developing your expertise.

## WHAT WE'RE LOOKING FOR

### YOU CARE ABOUT IMPROVING THE LIVES OF OUR YOUNG PEOPLE

You're deeply committed to our mission and will go the extra mile to ensure young people are receiving the best quality support they deserve.

### YOU'RE GREAT WITH PEOPLE

You're going to be working with young people, colleagues and partners, from a range of backgrounds. It is essential that you can build good relationships with the people you're supporting and working with by showing compassion and communicating clearly.

### YOU'RE HIGHLY PROFESSIONAL AND ORGANISED

You can deal with the logistics of a large caseload and understand the boundaries required for this work. You are meticulous in your attention to detail and are able to manage competing demands effectively. You use time and resources efficiently to deliver the best value for young people.

### YOU'RE IMPACT DRIVEN

You understand the importance of impact and learning and are continuously looking at ways you can feed this into improving the support you provide to young people. You understand the power of data and stories and how to use them to support our strategy and mission.

### YOU HAVE ENERGY, DRIVE AND A POSITIVE ATTITUDE

You understand that working on the frontline can be hard but you approach challenges with a positive and creative attitude. You are able to find practical solutions to the money, housing and health problems that young people face.

### YOU'RE A SELF-STARTER WITH AN ENTREPRENEURIAL, GET THINGS DONE ATTITUDE

You'll thrive working in a small, fast-moving organisation and will be able to prioritise your time effectively. You are excited to shape and deliver services and new projects, ready to get stuck in to get things off the ground. You will take ownership and responsibility for the quality of your work.

### YOU'RE INSIGHTFUL AND CREATIVE

You are committed to bringing your frontline experience into the learning cycle at Settle to help advocate for system changes for the young people we support as well as content changes in the Settle programme and Settle more widely. You are open to learning, changes and improvements.

## EXPERIENCE NEEDED FOR THIS ROLE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"><li>• Experience of working with young people, e.g., support work or youth work</li><li>• Good knowledge of issues facing care-experienced people</li><li>• Experience of working with external organisations to support young people</li><li>• Knowledge and experience of managing safeguarding concerns</li></ul>	<ul style="list-style-type: none"><li>• Experience working for a start-up or charity</li><li>• Experience of co-production with service users</li><li>• An understanding of supporting young people through advocacy</li><li>• Experience managing a caseload of clients</li><li>• Experience of offering housing/tenancy related support</li></ul>

## WHAT WE REQUIRE

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

- Complete an enhanced Disclosure and Barring Service (DBS) check.
- Provide two satisfactory references. At least one of which should detail your suitability to work with young people and another to 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 3% pension contribution
- 38 days paid leave per year: 25 days annual leave, 8 bank holidays, 3 days between Christmas and New Year and 2 personal days for wellbeing
- Cycle to work scheme
- Employee Assistance Programme offering free therapy
- Work phone and laptop
- Wellbeing Wednesdays, finishing at 3pm once a month
- A supportive and inclusive culture with regular team social events
- Employees joining between October and March will be eligible for a one-off cost of living support payment

## HOW TO APPLY

Please upload your CV and answer the following questions in the form on [our Careers webpage](#). Please also complete the equality and diversity monitoring 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. Settle uses a coaching model to underpin their work with young people. Why do you think this is important and what are the benefits to the young person?
4. How you heard about the vacancy
5. Your preferred working arrangements (hybrid or remote)

Settle is happy to receive video or voice recording submissions answering the questions above alongside a CV and equality and diversity monitoring form ([download here](#)) sent to [jobs@wearesettle.org](mailto: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 Sunday 2nd October at 11:30pm. Interviews week commencing 10th October.