



JOB DESCRIPTION

# Programme 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 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 2022/23 was a big year for Settle. We worked with more young people than ever before, developed new services and grew our team size.

Since launching in 2015 we've now supported over 500 young people across London and the South East and we're proud to have been included in Escape the City's Top 100 social impact organisations 2022, Guardian Public Service Awards finalist 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 16 supported by a brilliant board of 9 trustees who help us achieve our social mission. We have ambitious plans to continue scaling our impact over the coming years and we 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 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 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.



As our Programme Manager, you'll report to our Head of Delivery. You will be managing a team of Programme Officers that are 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, will manage the delivery of our internal support programmes such as our mental health support offer and will have the opportunity to share and develop Settle's future strategy and delivery.

You'll use your excellent innovation, team and service management skills to ensure that the Settle Programme is the best it can be, coach our frontline teams and ensure high quality delivery is maintained for the young people we work with. You'll manage existing partnerships, help develop new partnerships and support the Head of Business Development to ensure that we grow our presence in the sector.

You will work with our Head of Delivery and wider Programme Management team to deliver and develop our safeguarding practices as well as ensure that the frontline perspective and young people's experiences are embedded across the organisation.

## KEY INFO

**Reports to:** Head of Delivery

**Start Date:** As soon as possible

**Salary:** £32,800 - £35,500 (depending on experience)

**Hours:** Full-time and part-time considered

**Contract:** Permanent

**Location:** Hybrid working between our office In Tobacco Dock and working from home

**Closing date:** The closing date for the role is Sunday 28th May. Interviews will take place w/c 12th June and w/c 19th June.

## RESPONSIBILITIES

### **Deliver high quality work**

- Support your team to deliver high quality support to the young people we work with through supervision and other means.
- Be the first to respond to challenges your team are facing with the systems we operate in as well as with safeguarding concerns.
- Respond to safeguarding concerns in a compassionate and timely manner, highlighting concerns to the Deputy or Designated Safeguarding Lead in a timely manner.

### **Manage your team to bring out the very best in them**

- Form part of the Programme Management team to develop the delivery team's strategic vision and provide leadership to the delivery team.
- Lead a team of four, by providing effective line-management to a small team of Programme Officers with potential to line manage others as the team grows.
- Showcase inspiring behaviours that develop, coach and motivate team members to achieve and exceed objectives and targets.
- Foster a culture of learning, collaboration and excellence.

### **Ensure our services run efficiently**

- Maintain behind the scenes systems and databases that make our programmes run.
- Support the Programme Management team to review the content and offer of our programmes, suggesting and implementing necessary changes.
- Lead on referral management for the Programme Management team to ensure that referrals are appropriately risk assessed and allocated in a timely manner.

### **Working with delivery partners**

- Be the day-to-day contact for a selection of our local authority and housing association partners.
- Work closely with the Programme Management team and Head of Business Development to ensure we are meeting contract targets and approaching partnership challenges in a creative manner.

### **Collecting crucial impact data, evidencing impact and promoting best practice**

- Take responsibility for ensuring your team collect crucial impact data in a timely manner.
- Work with the Programme Management team and our external evaluator to make sure we are collecting the right data to evidence our impact, raising when we can make improvements.

- Provide timely and analytical reports to our partners and Senior Leadership team.
- Work with the Head of Business Development and Head of Delivery to ensure that Settle is at the forefront of best practice and have best practice approaches from the sector embedded into our frontline.
- When necessary, support the Senior Leadership team by delivering presentations to current and prospective referral partners.

**There will be a number of projects that will be shared across the Programme Management team depending on areas of interest and capacity. Examples of those projects are:**

- Mental health project: we fund 1:1 private therapy for the young people we support.
- Financial grants: we provide small financial grants to young people when they need additional support.
- Designing and delivering team training: we aim to run regular internal training to the team based on live support areas.

## WHAT WE'RE LOOKING FOR

We are looking for a driven, experienced individual, with the relevant skills to provide high quality support to a small team of frontline workers to ensure we give the very best we can to the young people we work with. We are interested in someone who has a good grounding in a related frontline service and has experience of managing others.

You'll feel comfortable leading a team of four, with scope for this to grow. You will also have the ability to build and maintain strong partnerships with local authorities and housing associations. You will utilise your creativity to broaden awareness of Settle within our referral partners.

We are looking for a compassionate leader who can help and coach our frontline team to deliver a high-quality programme to the young people we work with. Someone who is able to maintain our high-quality reputation and track record as well as harnessing new opportunities for the organisation.

What we're looking for:

- \* You care about providing the very best support for the young people we work with
- \* You establish positive working relationships, has a strong work ethic and is flexible to changing priorities
- \* You're a strategic thinker with excellent analytical and decision-making skills
- \* You're an excellent relationship builder and able to build strong relationships with key external and internal stakeholders
- \* 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 have excellent verbal, presentation and written communications skills
- \* You are dedicated to embedding equality, diversity and inclusion into all areas of your work

## EXPERIENCE NEEDED FOR THIS ROLE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"><li>* At least 2 years experience of frontline work e.g., support work or youth work</li></ul>	<ul style="list-style-type: none"><li>* Experience of co-production with young people</li></ul>
<ul style="list-style-type: none"><li>* Experience of managing safeguarding concerns</li></ul>	<ul style="list-style-type: none"><li>* Experience of working with local authorities and/or housing associations</li></ul>
<ul style="list-style-type: none"><li>* Experience of managing relationships with external stakeholders</li></ul>	<ul style="list-style-type: none"><li>* Experience or understanding of setting up new projects or new services</li></ul>
<ul style="list-style-type: none"><li>* Good knowledge of issues facing care-experienced people</li></ul>	<ul style="list-style-type: none"><li>* Experience at a fast-growing organisation</li></ul>
<ul style="list-style-type: none"><li>* Experience of using google sheets and/or excel for reporting purposes</li></ul>	<ul style="list-style-type: none"><li>* At least 1 year experience of managing people</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.

## BENEFITS

- \* Scope to take real ownership in a fast-growing charity
- \* Flexible and hybrid working arrangements
- \* Strong commitment to professional development with a dedicated training budget
- \* Annual performance and pay progression reviews

- \* 25 days annual leave, bank holidays, 3 days leave between Christmas and New Year
- \* Up to 5% pension contribution
- \* Enhanced parental pay
- \* 4 wellbeing days per year
- \* Cycle to Work scheme
- \* Employee Assistance Programme offering free therapy
- \* Access to Headspace meditation app
- \* A supportive and inclusive culture with regular team social events. We were voted one of Escape the City's Top 100 companies to 'escape' to in 2022

## 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. How you heard about the vacancy

Settle is happy to receive video or voice recording submissions answering the questions above alongside a CV and [equality and diversity monitoring](#) form 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.

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