

Job Description & Person Specification Partnerships Officer

Issue date: October 2017



Accountable to: Programme Manager

Responsible for: No line reports

Location: Croydon, London

An introduction to London Youth

London Youth is a network of diverse community youth organisations serving young people of all backgrounds right across the capital.

Our mission is to support and challenge young people to become the best they can be.

Our vision is that all young Londoners grow up healthy, able to navigate a fulfilling career and make a positive contribution in their communities.

We support them to develop the confidence, resilience and relationship skills they need to do this, delivering with and through our network of community youth organisations and at our two residential centres. We work with all young people but place a particular emphasis on those who wouldn't otherwise have access to the kind of opportunities we offer.

Because good youth work works.

We deliver our mission through four strategic objectives:

- **Membership Development** – Developing, training, connecting and quality assuring our membership network to deliver good youth work.
- **Opportunity** – Creating a broad and inclusive range of quality opportunities for young people in social action, sports development, employability and outdoor education.
- **Voice** – Ensuring our expertise and the on-the-ground voices of youth workers and young people are reflected in public policy, practice and opinion.
- **Best we can be** – Being the best we can be ourselves; fundraising effectively, financially robust and a great place to work

And we strive to act in line with our four simple principles:

- **Honesty** – about what works (and what doesn't) and we learn from our mistakes
- **Collaboration** – with each other, young people, our members, and the world beyond
- **Improvement** – committed to continual improvement
- **Fun** – because we think people learn best when enjoying themselves

Why work for London Youth...?

Our most recent Employee Survey (2016) revealed...

- ✓ 100% of respondents want to contribute to London Youth's success
- ✓ 96% of respondents feel they can ask questions when they do not understand something
- ✓ 96% of respondents enjoy their job
- ✓ 96% of respondents are proud of the work we deliver

The Team

Talent Match Overview

Talent Match London is a £10 million Big Lottery funded employability programme managed by London Youth. Talent Match London targets young people aged 18 -24 that have been unemployed for more than a year, who are considered furthest away from the labour market and who display characteristics that have been linked to long term unemployment. London Youth has managed a successful partnership for three years in London boroughs that are as diverse as Enfield and Tower Hamlets.

Now in its fourth year we have achieved the following during our first three years of delivery:

- **939** young people have engaged, 41% of whom were not accessing any support prior to starting on Talent Match London
- **66%** of young people completing the programme are now in employment; of these at least 53% remain working 6 months later
- **9%** of young people completing the programme are now in self-employment

What have we learned about what works?

Our early hypothesis – that a focus on outreach; taking a ‘youth-centred’ approach; and long-term employer engagement – is still broadly right. But we have learnt in more depth about how the core approach could work and develop.

To help London Youth continue to test our learning; London Youth have been awarded an extension of our grant award to deliver a place based pilot programme in the London Borough of Croydon (South London) that takes some of the most promising elements within the Talent Match London programme and delivers it in Croydon.

We are committed to Talent Match Croydon being delivered utilising a ‘youth work’ approach to ‘Welfare to Work’. London Youth has evidence that ‘good youth work works’ and over the long term, can build young people’s confidence and resilience. The Talent Match Croydon outcomes are focused not just on getting young people into work but on equipping them with the skills, capabilities and desire to navigate a fulfilling career pathway in the long term.

Talent Match Croydon will be delivered as a new partnership of third/ public sector organisations with an in-depth local knowledge and demonstrable specialist experience of delivering programmes to young people in Croydon.

As a partnership Talent Match Croydon will deliver the following targets:

- Giving **350 long-term unemployed** young people facing multiple barriers to entering work, increased confidence, optimism and skills to gain employment or start their own business.
- Supporting **50% of the young people engaged** to progress onto other positive pathways such as re-engaging at college, pre-apprenticeships or re-engagement with the statutory system.
- Supporting **25% of the young people engaged** to progress into sustainable employment or enterprise (and ensuring they are still in work after six months).

Good youth work isn't just about a great youth worker, mentor or project worker but also about the involvement of other young people. Peer-to-peer support, positive role models and group work all have a powerful part to play in helping a young person move forward.

All young people on Talent Match Croydon will have...

- A programme that meets their individual needs
- A named support worker who offers them 1:1 support throughout their journey
- Opportunities, jobs and training based on their career goals and aspirations
- Ongoing opportunities to evaluate and design the services that they are accessing
- Staff who challenge and support them to be the best that they can be.
- An understanding with their local Talent Match Croydon provider in which they clarify their commitment and expectations of each other
- A development plan where they record their careers aspirations, goals and journey through the programme
- The opportunity to reflect on and celebrate their achievements.

London Youth are excited by the prospect of delivering Talent Match in Croydon and look forward to discussing a working partnership with local organisations and statutory services to bring about a positive change in Croydon. The programme will be delivered for 24 months; starting in March 2017.

Talent Match Croydon - Theory of Change - The young person's journey

The long-term goal of Talent Match Croydon is that young people who participate in the programme feel empowered, have the skills, the resilience and the knowledge to progress in their journey to the careers that they want.

Each young person joining the programme will be at a slightly different point in their employment journey and we will work with them based on where they are at. To do this, we believe that young people need to be able to understand their own needs, the needs of the employment market and the requirements of the industries that they would like to get in to.

Young people are aware of the range and the processes for engaging statutory and voluntary support services. Young people are given the opportunities to test out different types of roles and to learn what works best for them. As young people's skills develop Talent Match will enable young people to upskill and become more focused. Talent Match will offer mentoring

young people by supporting them into employment and training opportunities, with continued support during the first six months of the role.

The Talent Match programme consists of eight progressive stages; we anticipate that the outcomes achieved will be iterative, with each stage providing an opportunity to further build on the skills and knowledge previously gained. We expect to see the biggest change for young people who go on to complete the Talent Match Journey and take on board the range of support services.

Job Purpose

The Partnerships Officer role

Supporting the delivery partners to deliver the best service for the young participants is essential to the success of Talent Match Croydon.

The Partnerships Officer will support the commissioned Partner Organisations to deliver the programme on behalf of London Youth, building on their in-depth local knowledge and strong track record of supporting young people in the target group into employment.

The Partnerships Officer will play a pivotal role in ensuring that the Partner Organisations' Support Officers have their training and support needs met and that the organisations receive opportunities to develop their practice and build their capacity.

The Partnerships Officer will ensure that what has been learned on the wider Talent Match programme; what is shared through the steering group; and what is learned through our delivery in Croydon is shared throughout the partnership; and that the shared learning is embedded in the culture of Talent Match Croydon. The Partnerships Officer will challenge and support Partner Organisations to work to our values, collect and produce resources and training, and run lively and engaging network events.

London Youth are looking for somebody who enjoys supporting organisations in collaborating together to achieve shared goals and is skilled in facilitation. As someone who has experience in developing people and organisations, you will be able to recognise areas for development and act independently to support growth, learning and development.

You will be excited by the opportunity to support youth work organisations to run youth-led employability programmes, and be experienced in building relationships and learning from others.

You need to be comfortable working with young people, youth workers and managers and excited about having the chance to develop training programmes and networks that make best use of the assets within the Talent Match Partnership.

In return you will be part of a dynamic and driven team at London Youth, working on a long-term and cutting edge programme to change the way employment support is provided for young Londoners.

Job Description

Main duties of the role	Approximate % allocation
1. To share learning and good practice across the Talent Match partnership	45%
<ul style="list-style-type: none"> • To build relationships with Talent Match delivery partners, ensuring they are supported to deliver the programme in line with our values and the Talent Match Croydon 'Journey of Change' 	
<ul style="list-style-type: none"> • To act as the first point of contact between the Partner Organisations' delivery staff and London Youth 	
<ul style="list-style-type: none"> • To lead on the logistics and content of network meetings for delivery partners that share learning and to collectively address the issues faced across the partnership 	
<ul style="list-style-type: none"> • To contribute to the collation of learning and internal reporting as directed by the Programme Manager, including producing the Talent Match Croydon newsletter 	
2. To contribute to the dissemination of learning to external stakeholders	25%
<ul style="list-style-type: none"> • To share learning on "what works" with the Big Lottery through supporting the production of our quarterly reports and contributing to the online forum / national network meetings 	
<ul style="list-style-type: none"> • To work closely with the Communications Team to ensure that programme learning is translated effectively into copy for external audiences and informs our wider stakeholder engagement; including producing website copy 	
<ul style="list-style-type: none"> • To attend meetings with external organisations to share our learning, learn from others, network, collaborate and influence. 	
3. To develop induction and training programmes that meet the needs of the Talent Match Croydon partnership	30%
<ul style="list-style-type: none"> • To develop and deliver the induction and on-going training programme that addresses areas of risk and tackles challenges faced across the programme 	
<ul style="list-style-type: none"> • To identify emerging training needs across the partnership and develop suitable bespoke training alongside Talent Match partners and external trainers 	

Corporate responsibilities cutting across tasks set out above
Planning and budgeting
<ul style="list-style-type: none"> • Inputting to annual plans and budgets • Contributing to effective day to day financial management through monitoring and controlling actual and projected income and expenditure • Reporting regularly on actual versus planned performance
People
<ul style="list-style-type: none"> • Preparing thoroughly for one to one meetings and annual appraisal with your line manager • Taking responsibility for your ongoing professional development
Corporate development
<ul style="list-style-type: none"> • Understanding and supporting the vision, mission and aims of London Youth • Contributing to the formulation and delivery of London Youth's strategy • Committed to and actively promotes London Youth's policy and procedures to value and respect diversity and inclusion in all aspects of their duties and working relationships • Managing resources to the highest professional standards and act as a custodian of best practice • Maintaining awareness of your own and others' Health and Safety, and comply with London Youth's Health and Safety and Safeguarding policies • Undertaking other duties as may be reasonably requested within the responsibilities of the post • Support the Membership Development team to capacity build Partner Organisations and help to assess the London Youth Quality Mark.

Person specification

Skills, experience and knowledge	Essential (E) Desirable (D)	Demonstrated at Application (A) Interview (I) Selection Test (T)
Experience of facilitating learning through workshops and individual interaction	E	A/I/T
Experience and understanding of the youth work and/or employability sector	E	A/I
Experience of developing and delivering training plans	E	A/I
Experience of working with young people	E	A/I/T
Experience of running internal events / conferences	E	A/I
Experience of communicating in a range of settings in the written and spoken word from 'boardroom to the customer'	E	A/I/T
Experience of negotiating and managing partnerships with third parties	E	A/I
Experience of working with / reporting to funders	D	A/I
Experience of working with diverse community based voluntary organisations	D	A/I
Experience of collating and reporting on qualitative data and using databases	D	A/I

Qualifications		
Educated to degree level or equivalent qualification/ experience	E	A/I
Teaching or training qualification	D	A/I

Personal Attributes		
Ability to inspire commitment to a goal in others	E	A/T
Excellent attention to detail	E	A/I/T
Strong oral and written communication skills	E	I/T
Ability to work on your own initiative	E	I
Ability to work as part of a team	E	I
Absolute discretion and ability to maintain confidentiality	E	A/I
Willingness to learn new skills	E	I
Ability to work in a changing and flexible organisation	E	I
Willingness to work occasional evenings	D	A/I
Passionate and demonstrably committed to improving the lives of young Londoners	E	A/I

Terms and Conditions

Salary: **£ 28,371.54**

Pension: London Youth complies with the employer pension duties concerning pension auto-enrolment in accordance with Part 1 of the Pensions Act 2008. London Youth currently uses The People's Pension as its pension vehicle and once you are eligible for auto-enrolment or opt into the scheme, London Youth will make employer contributions of 1% into the scheme on your behalf. You will also be required to make contributions to your pension account.

Hours: 40 hrs per week

Leave: 26 days pa plus 8 bank holidays and 5 'closure' days (to be taken on dates specified by London Youth). All leave entitlement is accrued pro rata through the year and will be calculated on a pro-rata basis for part-time employees

Term: Two years (24 Months Fixed Term).