



Partnership Engagement Officer

Job description and application pack

December 2021



21st December 2021

Dear Applicant

Re: Partnership Engagement Officer. Job reference: PEO2022

Thank you for your interest in becoming part of the team at New Horizon Youth Centre as in our exciting role of Partnership Engagement Officer.

Young people have been particularly hit hard by the pandemic and lockdown in terms of job prospects, mental health, housing and homelessness. We need to work together with local authorities, statutory services and voluntary agencies to make sure that the experiences of young people facing homelessness are understood and acted upon. To this end we are looking to maximise the impact of our existing partnerships, create ways of collaborating with others, and focus on reaching those services and young people who could most benefit from the services we offer and are developing.

So if you are an excellent networker who can connect with the right people and agencies, have the experience and tools to support and develop great cross-sector partnership work, and know how this role will contribute to support our organisation and teams, then we would love to hear from you.

Please find enclosed the application pack for this position, with more information about the role and the person specification.

We very much hope you will help us to give young people's potential a home and are looking forward to receiving your application.

Very best wishes

Marika van Harskamp
Policy and Partnerships Manager

About New Horizon Youth Centre

“Sleeping rough in King Cross station gave me the drive. I didn’t want to be sitting there all night, I wanted to be sitting waiting for a train to go somewhere nice.”

Every year, thousands of young people in London become homeless. The support they need often isn’t there from local councils and the housing crisis, cuts to services and a difficult job market mean that they risk staying homeless. All too often their struggle to build a better life is lost in the daily battle of trying to find somewhere to sleep. That’s why New Horizon Youth Centre exists.

‘Youth Centre’ may be in our name, but we are so much more than that.

We are a vital support network for 16-24 year olds with nowhere else to go. Through the holistic services we provide at our daycentre and outreach team we support thousands of young people experiencing homelessness to increase their health, improve their economic circumstances and find somewhere that they can call home. For seven days of the week, almost every day of the year we offer everything from a hot cooked meal and showers, right through to advice and counselling. More than anything we offer a hope for a brighter future.



At the best of times, life is extremely difficult for the homeless young people New Horizon serves. Now, as we are in a global pandemic, we are deeply concerned that a tsunami of homelessness will be coming our way with young people disproportionately affected by the social and economic challenges that the fallout from Covid-19 will bring. Their need for support could not be more urgent.

Given the challenges that young people experiencing homelessness face in London, it is no surprise that they tell us that surviving is a talent, but we believe that these talents should be used for so much more.

Our Mission

For as long as young people are homeless and vulnerable in London, we will be on a mission to give their potential a home.

We deliver this mission through four strategic objectives:

- **Places:** brokering places for young people to stay in the short term or call home in the long term
- **Provision:** offering a high quality, one stop shop of services at our drop in centre, remotely and through our outreach team
- **Partnerships:** working with funders, policy makers and sector partners to raise awareness of and investment in homeless young people

- **Platform:** sustaining a well-run organisation that invests in staff so that they help young people thrive

Our values

- **We see people for who they can be** – we know that life isn't always a level playing field but believe that we all have the potential to make the best of our life and work, when given a fair chance
- **We collaborate to find stronger solutions** – we trust in and work with diverse people and organisations so that we can achieve more together
- **We are dynamic in our support** – we are always responsive in our approach as we adapt to the changing world that we, and the young people we help, inhabit
- **We are our word** – we do what we say we will because the young people we support, our team and our partners deserve nothing less

For more information on our work please visit <https://nhyouthcentre.org.uk/>

Role description

Partnership Engagement Officer (permanent contract)

Reporting to: Policy and Partnerships Manager

Every year we support thousands of young people who are homeless or at risk in London at our centre, through our outreach work and, since the pandemic, remotely. We also have a proud history of championing the most vulnerable young people in the capital. We know that no organisation can tackle this alone, so we make sure we are a trusted partner with a strong track record of collaborating across the public, private and beyond profit sectors, known for putting young people first but also not being afraid to ‘put grit in the system’.

With collaboration as one of core values, partnership is a key objective in our strategy. The Partnership Engagement Officer will play an essential part in this by supporting our work with statutory and voluntary sector partners, local authorities, and pan-London and national stakeholders. You will be building and maintaining good relationships with the people who have the most impact on our work and young people facing homelessness and will be supporting our formal and emerging delivery and strategic partnerships and best practice objectives.

This includes our London Youth Gateway partnership with Depaul UK, Shelter, akt and others, which we lead and coordinate. The partnership is about to start a new four-year commission, and you will be playing a pivotal role in helping to shape its work, collaborative processes as well as its connections with each of the London local authorities.

The need for this is more pertinent than ever. The pandemic has disproportionately impacted young people, who therefore need awareness of and investment in solutions, but has also created the wider need and commitment for much closer cross-sector collaboration and partnership work. As such we have lots of bold and ambitious plans around best practice sharing and systems change, in which the post holder will be involved by contributing to the development and implementation of engagement strategy and plans, maximising the impact of our existing partnerships, bringing in ideas and new relationships, and promoting our service offer with a particular focus on local authorities and audiences who are less likely to be aware of what we do.

This is a key role in our organisation, so we are looking for someone with demonstrable experience in partnership and stakeholder engagement who knows how to get and keep people on board to meet mutual or differing needs. As such this is a broad role which comes with both plenty of responsibilities and lots of opportunities. The ideal candidate will be a natural networker who can quickly identify the needs of our stakeholders, brings an understanding of and can deliver effective partnership, and is able to adapt their work accordingly. You will be able to deliver great presentations and events and have the skills to contribute to our communications work on both a day to day and role-specific basis. We

have big agendas for an organisation our size, so we are on the look-out for someone who can work at their own initiative, support our different teams, and is not afraid to get hand-on with administrative tasks, while tuning into partner priorities and sniffing out great opportunities to connect.

KEY JOB OBJECTIVES

- To support our engagement and work with delivery, local authority and strategic partners across London and nationally
- To strengthen our partnership engagement strategy, processes and impact measurement
- To support our London Youth Gateway partnership through enabling good internal collaboration and external profiling
- To assist with developing and delivering partner and stakeholder communication and events to ensure that existing and potential sector partners know and understand what we do and how young people can benefit from our services

MAIN TASK AND RESPONSIBILITIES

Support stakeholder engagement

- Support the planning, implementation and evaluation of a dynamic stakeholder engagement strategy and systems, working with senior management and other relevant teams
- Contribute to our London Youth Gateway partnership through supporting its implementation phase, engagement activities with local authorities across London and by supporting its internal processes
- Assist New Horizon teams with existing and potential partnership and stakeholder engagement projects and activities to promote and develop our services and best practice sharing
- Proactively identify and generate new leads across stakeholder networks and help us build and foster strong relationships with these partners
- Review and optimise the effectiveness, reach and impact of our stakeholder and partnership engagement activities

Relationship management

- Promote and represent our work externally in various settings across a complex network, including senior stakeholders from local authorities, statutory agencies, pan-London organisations, homelessness forums, and the voluntary sector.
- Coordinate and support our partnership structures by taking responsibility of their administrative functions

- Work proactively with colleagues to make our work and services accessible to cross-sector stakeholders and young people, and to support teams with their internal and external engagement needs
- Directly and indirectly work with the young people we support to help to amplify their voices, and make sure they feel safe and are being represented fairly and ethically in all our partnership engagement activities

Support internal and external communications

- Respond to enquiries from relevant stakeholders and partners, and follow up as appropriate
- Take responsibility for working with managers to plan work and understand future partnership, engagement and best practice sharing needs
- Organise and deliver stakeholder and partner events and meetings
- Work with teams, partners and the Senior Media and Communications Officer to develop specific communications plans around partnership moments and events, spanning across press, social media, email, as well as partner channels
- Support New Horizon communications more generally by producing high quality and engaging materials and content, and assisting with our day to day social media and online presence

Other/general

- Be proactive in reviewing and evaluating own performance and identifying and acting upon areas for improvement.
- Identify and undertake development and training opportunities and be responsible for obtaining maximum benefit through review, reflection and practice.
- Contribute positively and constructively to the development of the team, the service and the organisation
- Follow New Horizon's policies, procedures and performance expectations
- Implement New Horizon's Diversity Policies and procedures and our commitment to anti-racism in all functions of the post
- Undertake, as required, any other duties compatible with the level and nature of the post and/or reasonably required

Person Specification

We are looking for an individual who can demonstrate a broad skill and knowledge set, and who wants to use these to the full in their work. We will be looking for evidence of those skills, knowledge and experience during the entire recruitment process.

Experience, skills and knowledge specific to the role

1. Demonstrable stakeholder engagement expertise and experience in the voluntary, statutory and/or local government sectors to reach organisational goals
2. Experience of developing and implementing engagement strategies, systems and impact measurement
3. Aptitude for networking and developing purposeful, productive relationships with demonstrable sensitivity to the needs of key stakeholders and partners, and experience in making this count
4. Understanding of the priorities and workings of local government, statutory services, and the voluntary sector, and how these can complement each other through effective partnership and best practice sharing
5. Ability to seek and use feedback from a variety of sources to strengthen service awareness and partnership work
6. Experience of working with young people is not essential and knowledge of youth homelessness or the youth sector is desirable, but a genuine interest in our mission and the issues affecting young people is a must
7. Powerful communicator who is comfortable interacting openly and inclusively with different kinds of people in varying settings, including senior stakeholders, policy makers, frontline delivery teams, colleagues, and young people
8. Very strong writing presentation and facilitation skills, with an ability to adapt to different audiences, deliver training and generate conversations between partners
9. Experience of and skills in producing, editing and publishing social media and other content
10. A solid knowledge and understanding of how to remain up to date about policy and news developments affecting the lives of young people, our work, and/or our delivery and stakeholder environment, and how to apply this to achieve the objectives of the role

General

11. Alignment with New Horizon's values, and knowledge of and commitment to anti-racism and diversity and equality
12. Able to work at own initiative and as part of a team, be hands-on in administrative tasks, and to work closely and proactively with colleagues to support the work of other teams



13. Strongly developed professional, organised and flexible approaches to the work, time management and organisational requirements, and a willingness to work outside of normal hours on occasion.
14. A commitment to personal and professional development

How to apply

Thank you for your interest in the Partnership and Engagement Officer role and becoming part of our team. As an Equal Opportunities employer, we welcome applications from all sections of the community and particularly welcome applications from Black, Asian, and other minority ethnic groups.

Applicants should aim to demonstrate both their relevant experience and their ability to meet the competencies listed in the Person Specification above. If you wish to apply, your application should be in three parts:

1. A covering letter of no more than two sides, setting out:
 - a) Your reasons for applying for the role
 - b) Your fit with New Horizon Youth Centre's values
 - c) Evidence and examples of how you meet each of the competencies required for the role, as set out in the Person Specification
2. An up-to-date CV
3. Completion of the Personal Details and Equal Opportunity monitoring forms

The deadline for submitting applications is **5.00pm on Sunday 16th January**. Applications will only be accepted after that date in exceptional circumstances, and by prior agreement. Please note, recruitment may close early if we find suitable candidates before the closing date. Therefore, we encourage you to submit your application as soon as possible.

The selection process and timetable will be as follows:

20/01/2022	Shortlisted applicants will be informed
24/01/2022	First round interviews comprising of: an interview and tasks

Please return your application by e-mail to info@nhyouthcentre.org.uk, with the job reference (PEO2022) in the subject line.

Unfortunately, we will not be able to reply to each individual application and so if you have not had a response from us by 24th January then please assume that your application has been unsuccessful on this occasion

Terms and Conditions

Contract

The contract is ongoing, subject to successful completion of a probationary period, and will be offered to the successful candidate subject to the receipt of satisfactory references and enhanced DBS check.

Location

The post is based at: New Horizon Youth Centre, 68 Chalton Street, London NW1 1JR. Some remote working from home will be required.

Accountability

The Partnership Engagement Officer reports to the Policy and Partnerships Manager

Salary

Salary: **AP26 £28,739.77 – AP31 £33,306.38** including London Weighting + 6% Contribution pension scheme. New Horizon Youth Centre contributes up to 6% to a group personal pension scheme.

Hours of working

The post holder will be required to work 35 hours per weekend. Any time over 35 hours worked in one week may be taken as time off in lieu in agreement with the Policy and Partnerships Manager. Some work over the Christmas period will be required.

Annual leave

30 days per year

Probation

There will be a six month probationary period. After the six month period the post holder will either be offered the remainder of the contract, be put on a further period of probation or have their contract terminated. A termination of contract will be for reasons that have been made clear prior to their probationary period being completed.

Notice period

The normal notice period is 1 week during the probationary period and 4 weeks thereafter

Statement of intent on equal opportunities

New Horizon recognises that in society certain groups and individuals face discrimination on the grounds of race, colour, class, age, gender, sexuality, religion, culture, marital status and disability. People living in hostels, squats or on the street, or unemployed people, also face discrimination. New Horizon is committed to opposing this discrimination and recognises that it is the duty of all staff and members of the Board of Trustees to reflect this in policies and practices relating to the provision of services, employment and management.