



Partnership Engagement Officer

12 months fixed-term

Job description and application pack

April 2021



26 April 2021

Job reference: PEO2021

Re: Partnership Engagement Officer (12 months fixed-term)

Dear Applicant

Thank you for your interest in becoming part of the team at New Horizon Youth Centre as in our exciting new 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, the person specification as well as the application form and Additional Information and Equality Monitoring forms.

The closing date for returning applications is: **Monday 17 May at 10.00am.**

You are strongly advised to leave adequate time for your application to arrive on time. Please return your application by e-mail, with the job reference (PEO2021) in the subject line, to info@nhyouthcentre.org.uk

Interviews will take place **on Friday 21 May 2021**. The format of these will be advised prior to the interview but will generally consist of an interview with young people, a presentation, a written test and a formal interview.

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 (12 months fixed-term)

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, such as the London Youth Gateway.

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, 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 new 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, systems and impact measurement
- 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 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 work
- 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, 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 a 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 and engagement 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
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 and presentation skills, with an ability to adapt to different audiences and to use these effectively to maximise the impact of our engagement work
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.

It is important that the successful applicant shares New Horizon Youth Centre's values and has the ability to work in a complex and challenging environment. Applicants should therefore aim to demonstrate both their relevant experience and skills listed in the Person Specification above.

Please return your completed application form by e-mail to info@nhyouthcentre.org.uk making sure to put the job reference (PEO2021) in the subject line.

The deadline for submitting applications is 10.00 am on Monday 17 May 2021.

The selection process and timetable will be as follows:

- 17.05.2021** closing date for applications is 10.00am. Late applications will only be accepted in exceptional circumstances, and by prior agreement
- 19.05.2021** shortlisted applicants will be informed
- 21.05.2021** interviews, likely comprising of an interview with the panel, a young person's panel, and a written test.

Unfortunately we will not be able to reply to each individual application so if you have not had a response from us by 20 May, then please assume that your application has been unsuccessful on this occasion.

Terms and Conditions

Contract

The contract is fixed term for 12 months, 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 (pending working arrangements in light of the Covid-19 pandemic)

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 week. Any time over 35 hours worked in one week may be taken as time off in lieu in agreement with the Development 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.

Application form

Personal Details

1. Your details		
Position applied for		
How you learned about this vacancy		
Title	Surname	First Names
Your Home Address		
Postcode:		
Your Contact Information:		
Home Phone Number:		
Work Phone Number:		
Mobile Number:		
Email Address:		
2. Employment		
Current/Most Recent Employer		
Organisation Name:		
Post:	From:	To:
Period of notice required:	Current/Final salary (specify paid or unpaid):	
Reason for leaving:		
Please give a brief outline of responsibilities:		
Line Manager Details (we will not contact your current employer until we have your consent to do so):		
Name:		

Job Title Email Address: Telephone number:		
Previous Employment (Paid or unpaid)		
<p>Please use this section to outline in date order (starting with the most recent) details of your paid employment, volunteering activities and any other relevant activities. Where you have been employed by an agency, outline the details of the agency as well as the placement(s).</p> <p>If successful a conditional offer will be made and at this point we will use the information below to take up references covering at least the last 5 years and/or at least 2 jobs (including your current/most recent employment). Please ensure that you provide full contact details in the appropriate column. We will only take up references once an offer of employment has been made and accepted by you.</p> <p>If there are any gaps in your employment/further study, please ensure you clearly identify the dates and provide information that clarifies the situation (e.g. due to a period of homelessness, education, travelling, unemployment, parenting years). We will be flexible and request details from the services you used to validate the gaps. We reserve the right to approach <u>any</u> of your previous employers, and will specifically ask about disciplinary and attendance matters. <u>Personal references (relatives or friends) will not be accepted.</u></p>		
Full contact details (For each employed/volunteering period – most recent first) 1) Name of Line Manager 2) Job Title 2) Company 3) E-mail Address 4) Telephone Number	Job title and responsibilities (State whether paid work or volunteering) 1) Brief description of main responsibilities 2) Use this column to explain the gap in your employment/volunteering history 3) Reasons for leaving	Dates MM/YY- MM/YY



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3. Education and training

Name/Nature of establishment (School, university, college etc.)	Qualifications gained (Give details, including dates of any educational certificates, professional or other qualifications and training with standard obtained, if applicable)	Dates (list dates starting with most recent)

Full title of any professional body of which you are a member and state length of membership

Experience, skills and interests

Please list any additional skills or training you feel is relevant to this post

4. Supporting Statement

In no more than 1,800 words, please describe how your skills, knowledge and experience are applicable to the role and the criteria outlined in the Person Specification. **Please address each item of the Person Specification in order, noting the number you are addressing and ensure that you use specific examples to demonstrate how you meet the criteria.**

In no more than 300 words, please explain why you have decided to apply for this role, and how you share New Horizon's values



New Horizon
Youth Centre

**New Horizon Youth Centre
Partnership and Engagement Officer
Application Pack – April 2021**

Additional Details

Name:

Post applied for:

1. Additional Requirements

New Horizon Youth Centre is positive about employing people with disabilities and will make reasonable adjustments to enable full participation in the selection process and in employment with us. The following questions are designed to enable us to best support applicants with disabilities:

Do you have any medical condition or disability that you believe we should be aware of

(a) in relation to adjustments you may need us to make to enable you to participate in the recruitment process (interviews and tests?)

Yes/No (if yes, please give details)

(b) in relation to your employment and for which you may require support, modifications, adjustments, or special equipment to assist you in carrying out the duties of this post?

Yes/No (if yes, please give details)

2. Probity

Are you a relative or spouse/partner/cohabitee of an New Horizon Youth Centre employee or member of the Board of Trustees?

Yes/No

Do you have any direct or indirect financial or personal interests related to New Horizon Youth Centre?

Yes/No

If you have answered YES to any of the above, please provide details:

3. Right to work in the UK

Do you require a work permit?

Yes/No

4. Rehabilitation of Offenders Act

In accordance with the spirit of the Rehabilitation of Offenders Act and the relevant Home Office and Disclosure and Barring Service guidance, NHYC will not discriminate in its employment decisions against ex-offenders with criminal records if it is judged that the offence has no relevance to the post(s) applied for.

For all New Horizon Youth Centre posts involving the direct provision or management of services to our clients, spent and unspent convictions and police cautions which meet the following definitions must be disclosed by all applicants on the form below.

- Convictions that resulted in a custodial sentence (regardless of whether served)
- Where the individual has more than one conviction all convictions must be disclosed
- Cautions given less than 6 years ago (where individual over 18 at the time of caution)
- Cautions given less than 2 years ago (where individual under 18 at the time of caution)
- Convictions given less than 11 years ago (where individual over 18 at the time of conviction)
- Convictions given less than 5.5 years ago (where individual under 18 at the time of conviction)
- Cautions or convictions which relate to sexual offending, violent offending and/or safeguarding and appear on the DBS website:
<https://www.gov.uk/government/publications/dbs-list-of-offences-that-will-never-be-filtered-from-a-criminal-record-check>

For all other posts, only unspent convictions must be declared.

This form will be confidential to the panel members and Human Resources staff, and the contents will be used in accordance with the provisions of the Data Protection Act 1998.

If you are offered a post at New Horizon Youth Centre that is exempt from the Rehabilitation of Offenders Act 1974, you will be asked to obtain a Disclosure and Barring Service Disclosure, and the job offer and/or any subsequent contract of employment will be subject to NHYC being satisfied with the contents of the Disclosure. New Horizon Youth Centre complies with the DBS Code of Practice and a copy is available on request.

Do you have any spent or unspent convictions, cautions, reprimands or warnings that meet the disclosure requirements outlined above?

Yes/No

If you have answered 'Yes' please give details including dates and sentences. Please continue on a separate sheet if necessary:

Conviction (or Caution if relevant)	Dates	Details of Sentence (including whether Spent/Unspent)

Please give further details on any conviction(s) recorded above (use a separate sheet if necessary):

5. Declaration

The details given on this application are correct to my knowledge and belief. I understand that my application may be rejected or that I may be dismissed for withholding relevant details or giving false information. By signing and returning this application form, I consent to the employer using and keeping information about me provided by me or by third parties such as referees relating to my application or future employment. Such information includes details relating to my health and to any criminal record.

Signed:

Date:

Equal Opportunities Monitoring Form

As an Equal Opportunity Employer we welcome applications from all sections of the community.

We would be grateful if you could fill in this form to assist us with monitoring our recruiting process.

Your Details (mark choices in the box with a cross -x)										
Male	<input type="checkbox"/>	Female	<input type="checkbox"/>	Trans	<input type="checkbox"/>	Non Binary	<input type="checkbox"/>	Other	<input type="checkbox"/>	<input type="checkbox"/>
Sexual orientation		<input type="text"/>								
Ethnic origin		<input type="text"/>								
Do you consider yourself to have a disability?							Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
If you do, is there anything that would need to be provided to assist you in undertaking this post?										
<input type="text"/>										
<input type="text"/>										

Thank you for helping us with our monitoring process.