



JOB DESCRIPTION

Partnerships Engagement Officer

About Us

Settle is a charity that supports young adults as they leave the care system and move into their first home. Working in partnership with local authorities and accommodation providers across London, we provide intensive one-to-one support, helping young people to develop the practical life skills they need to sustain their tenancies, manage their finances and take care of their emotional wellbeing. Our preventative approach to homelessness helps care-experienced young people to build stable and successful foundations and thrive.

Since our foundation in 2015, we've supported over 800 young people across London. 99% of the young people who completed the Settle programme were still in their accommodation one year later – an amazing result given the challenges faced by care-experienced young people. We're proud to have won the Care Leavers category award at the 2023 Children and Young People Now Awards.

This is an extremely exciting time for Settle. This year, we've worked with more young people than ever before, launched our A Home of Our Own campaign led by young people and expanded our team. Today, we're in our tenth year as a charity, delivering sector-leading impact for young people at risk of homelessness, and with an ambitious strategy to double our reach by 2028. To do this, we'll need to grow our partnerships and build on our strong existing foundations.

You'll be joining a friendly and fast-growing team, currently of 22 brilliant staff, with opportunities for progression and development. We know that we need to attract and retain the best people to achieve our goals. We have been voted one of Escape the City's Top 100 companies to 'escape' to in 2021. In our most recent staff survey, 100% of respondents said they would recommend Settle as a good place to work.

Our commitment to staff wellbeing is absolute and is reflected in the range of benefits offered. These include 4 wellbeing days per year for staff to spend as they wish, an annual team away day and quarterly staff socials. We are equally passionate about equity, diversity and inclusion in the workplace. In the most recent staff survey, 95% said Settle is a welcoming and inclusive organisation. We are proud to be a Disability Confident employer and a member of the Care Leaver Covenant.

We look forward to receiving your application!

OUR APPROACH:

GROW THE GOOD	YOUNG PEOPLE FIRST	INTENTION ISN'T ENOUGH
We focus on building young people's strengths rather than dwelling on their weaknesses. Asset-based approaches underlie all our services.	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.	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 are looking for a Partnerships Engagement Officer to join us at this exciting stage in Settle's development. Over the next few years, we aim to significantly grow the number of young people we are working with while maintaining the quality and impact of our programme. The Partnerships Engagement Officer will join the Business Development Team, reporting to the Senior Partnerships Manager. You will be integral to helping us to grow our reach so that we can work with more care-experienced young people across London.

The successful candidate will nurture and strengthen our existing partnerships to maximise referral numbers. The core of the role will be to build strong formal and informal relationships with partners and increase awareness and a deeper understanding of Settle's work. You will make regular in-person visits to Local Authority, Housing Association and charity referral partners across London to promote the Settle programme and ensure our offer is well understood and uptake is maximised. Ideally, you will spend some of your time working from partner offices.

Working with the Communications Team, the post-holder will take ownership of Settle's partnership marketing and engagement and deliver engaging promotional content and materials. You will have relevant experience of marketing and engagement and will be adept at using a range of media such as email newsletters, website, presentations, social media etc. to produce targeted, brand-aligned communications.

You will prepare regular reports for referral partners using our Salesforce based CRM system as well as by working across various internal teams to gather, interpret and present additional key information. You will therefore have a keen eye for detail and enjoy tracking trends and outcomes and producing accurate, informative and timely reports. The insight you gain from partner reporting will be invaluable in building a deep understanding of our partnerships and in supporting you to contribute to troubleshooting any issues such as dips in referral numbers.

Although the primary focus of the role will be on existing partnerships, the Partnerships Engagement Officer will also support the Senior Partnerships Manager and Head of Business Development in developing new referral partnerships and pathways. You might support with horizon-scanning, researching new prospective partners, networking and reaching out to explore opportunities as well as mobilising new partnerships, giving you a 360-degree overview of the partnership development cycle. As the role progresses, you may take on responsibility for leading some of our relationships with referral partners.

This is a new position at Settle and the post-holder will have the opportunity to shape the role as the organisation grows and scales. You will work in a supportive team environment towards shared goals, with regular 1:1s with your line manager to support your development and maintain work/life balance as well as achieving your objectives.



KEY INFO

Reports to: Senior Partnerships Manager

Start date: April 2026

Full-time salary: £28,848- £29,709 depending on experience. We review our pay scales every April in line with inflation and cost of living increases.

Hours: Full-time or four days per week.

Contract: Permanent

Location: Hybrid working between our new office in London Bridge, meeting with partners across greater London and working from home. You will spend regular time working from one or more of our local authority partner offices. Key Settle Partners are currently based in Barnet, Brent, Camden, Croydon, Hounslow, Hammersmith and Fulham, Hackney and Lambeth. A travelcard will be provided to cover the cost of the additional travel required by the role.

Closing date: Wednesday 11th February at 11:30pm

RESPONSIBILITIES

Partnership relationship management

The primary focus of your role will be to build and strengthen existing relationships with our key referral partners to support Settle to maximise the number of young people we are able to work with. You will maintain regular communication with Settle referral partners which include Local Authority Leaving Care Teams, Housing Support workers and other charities. This will include regular in-person visits within Greater London, delivering short presentations and facilitating discussions on the Settle Programme for teams of Personal Advisors, Social Workers and Team Managers. Your work with partners will strengthen our ability to find the right young people at the right time, and make our referral process as smooth as possible.

Marketing and communications

You will work with the Communications team to develop partnership-specific promotional materials and content. You'll use a range of media, including email, social media, website etc, to promote Settle's offer to existing and prospective partners. Working closely with both the communications and programme teams you will consider how to effectively engage both existing and new audiences and demonstrate impact through effective storytelling and data visualisation. You'll provide regular updates on programme developments and our calendar of activities for young people in order to maximise participation.

Partnership reporting

You will be responsible for producing monthly, quarterly and annual reports to partners drawing on a range of quantitative and qualitative data. You will take the lead on gathering information from our CRM database and from the Programme Team and present this in a visually appealing format. You'll work with Settle Coaches to write compelling case studies while remaining sensitive to young people's privacy and agency. You will meet regularly with partners to provide updates on referral and engagement data.

Partnership mapping

You will support Settle to conduct stakeholder analyses for our key partnerships and ensure details are kept up to date. You will map teams and services available in each partnership area to streamline communications and ensure we are able to address issues and signpost young people quickly and efficiently. You will support the Business Development Team with mapping and building a range of informal "Third Sector" partnerships and informal relationships.

Learning and best practice

You will support the Programme and Partnership Teams to share learning and best practice across our partner network and to external audiences. You will also leverage your relationships with partners to address issues and solve problems as they arise. You will identify opportunities to platform Settle and enable colleagues to contribute to wider conversations on improving the care system. You will ensure that young people's voices are represented at all levels.

Cross-team collaboration

You'll work collaboratively with the Settle Programme team/Settle Coaches to ensure strong communication and information flows. You will ensure partnerships are working effectively and identify any opportunities to further develop and strengthen those relationships. You'll also work closely with the wider Settle team, including senior leadership, to ensure you are learning from them and they are learning from your first-hand knowledge of our partners. You'll collaborate with others in order to make decisions. You will contribute to an inclusive working environment for everyone.

New business

You will support the Senior Partnerships Manager and Head of Business Development to explore and build new and prospective referral pathways and partnerships. You will do this by researching prospective partners, triaging and highlighting opportunities to the team, networking, contributing to proposals and tenders, promoting Settle at external events and building relationships with potential partners.

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. You'll be adaptive and innovative in your approach to partnership development and stretching yourself and developing your expertise. You will receive full support from your line manager and from the wider team in carrying out your responsibilities and to develop and work towards your personal career goals.

WHAT WE'RE LOOKING FOR

We are looking for a driven individual, with the relevant skills to support Settle in the next stage of our growth by directly contributing to partner satisfaction and retention. This role will play an essential part in helping Settle to scale the award-winning work our team are doing to support care experienced young people moving on to independence.

With some experience of working for or with local authorities, housing associations or charities, you enjoy working collaboratively to improve processes and widen access to opportunities in order to create better outcomes for young people. This role will suit someone who can work independently and appreciates variety in their work: one day you might enjoy a lively conversation with a group of social workers and another you will delve into the data to produce informative reports for partners.

About you:

- You have excellent verbal and written communication skills and are able to confidently adapt your approach to different audiences and effectively develop and influence external and internal relationships.
- You are a confident presenter, comfortable speaking to different sized groups.
- You're an excellent relationship builder and able to establish and maintain strong relationships with key external and internal stakeholders.
- You want to use your skills to contribute towards providing the best possible care and support for young people.
- You are motivated by targets and will derive personal satisfaction by directly contributing to Settle's success by generating and maximising referrals from our existing partners.
- You're impact driven, understand the power of data and stories and know how to use them to support our work.
- You are self-reflective, continually looking for opportunities to learn and improve. You view feedback as a gift and use it to shape your practice.
- You have a strong work ethic, time management and organisational skills. You have the ability to meet deadlines while being flexible to changing priorities.
- You are dedicated to embedding equality, diversity and inclusion into all areas of your work.

We're open to hearing from those with an unconventional work history if you're able to demonstrate a successful track record of effective relationship management.



Settle is committed to increasing the representation of people with lived experience of the care system in our team. For this reason, care-experienced applicants who meet the essential criteria below are particularly encouraged to apply, and will be guaranteed an interview. Please refer to the final page of this job description to understand what we mean by the term 'care-experienced'.

EXPERIENCE NEEDED FOR THIS ROLE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none">• Experience of building and maintaining strong professional and organisational relationships with external stakeholders• Good knowledge of issues facing care experienced young people and/or homelessness prevention• Strong IT skills, Microsoft Office (PowerPoint, Excel, Word, Outlook)• Experience of developing marketing and engagement strategies and materials tailored to different audiences• Experience using Salesforce or similar CRM systems to produce reports	<ul style="list-style-type: none">• Experience in a partnership role working for or directly with local authorities, housing associations or charities• Knowledge and experience of measuring and demonstrating impact• Please note that care-experienced applicants who meet the essential criteria will be guaranteed an interview• Experience of using Canva or similar desktop publishing software

WHAT WE REQUIRE

Settle follows all Safer Recruitment principles. As a precondition of employment, we'll need you to:

- Complete a basic Disclosure and Barring Service (DBS) check.
- Provide five years of satisfactory references. At least one of which should be from your most recent employer.

BENEFITS

- Flexible working arrangements
- 40 days paid leave per year: 25 days annual leave, 8 bank holidays, 3 days between Christmas and New Year and 4 wellbeing days
- Strong commitment to professional development with a dedicated training budget
- Annual performance and pay progression reviews
- Up to 5% pension contribution
- Cycle to work scheme
- Employee Assistance Programme offering access to free therapy
- Work phone and laptop
- A supportive and inclusive culture with regular team social events
- Scope to take real ownership in a fast-growing charity

Personal development programme:

- You will have a line manager dedicated to growing your strengths and supporting your professional skills development
- You can work with your manager to set your own objectives within the scope of the job description
- You will have a dedicated buddy within the team
- You will take part in external and internal training to help grow your knowledge and skills

Please note that care-experienced applicants who meet the essential criteria will be guaranteed an interview

Definition of lived experience of the care system: This means you have been “looked after” by your local authority at any point, for any length of time before turning 18. This includes living with foster carers, in a residential children's home, being looked after at home with a supervision order, living with relatives or friends in kinship care, being adopted and previously looked after. This also covers asylum seekers who arrived in the UK without an adult with parental responsibility, also known as Unaccompanied Asylum Seeking Children.

We are actively trying to increase the diversity of our team and we encourage applications from people from minoritised ethnic backgrounds. We are dedicated to being a workplace where everyone feels a sense of belonging and where diversity is celebrated. In our last staff survey, 95% said they feel a sense of belonging at Settle. [Please see our website](#) for more information on our approach to Equity, Diversity and Inclusion.

HOW TO APPLY

Please answer the following questions in the form on [our Careers webpage](#). Please also upload a CV and complete the equality and diversity monitoring questions.

We recommend reviewing the 'what we're looking for' section and the essential and desirable criteria to ensure you are evidencing as much of those areas as possible. Where possible we also recommend using the STAR approach for answering the questions. Because the hiring panel will not see your CV at the shortlisting stage, we will not have details of your voluntary or paid work experience so please do add a good level of detail into your application.

We understand that many people now tend to use AI tools for completing job applications. While we are not against using AI as a tool to support you in structuring or editing your answers, we do want to read your own words and we need to be able to understand your thinking and approach to the role. For this reason, we will scan every application using an online AI checker and any applications found to have above 20% AI content will not be considered for shortlisting.

Application questions (minimum word count 2000 characters, maximum 3000 characters)

1. What excites you about Settle and about this role?
2. 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.
3. Please highlight 3-4 principles of great partnership management and give examples or how you have demonstrated those principles in your career to date.
4. How did you hear about the vacancy?

Settle is happy to receive video or voice recording submissions answering the questions above. If this is your preference please send along with a CV and the equality and diversity monitoring form ([download here](#)) to 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.

Settle is committed to increasing the representation of lived experience of the care system in our team. Therefore, care-experienced applicants who meet the essential criteria above will be guaranteed an interview.

Care-experienced means you have been "looked after" by your local authority at any point, for any length of time, before turning 18. This includes living with foster carers, in a residential children's home, being looked after at home with a supervision order, living with relatives or friends in kinship care, or being adopted and previously looked after. This also covers asylum seekers who arrived in the UK without an adult with parental responsibility, also known as Unaccompanied Asylum Seeking Children. If this applies to you, please mention this in your application and we will follow up to request some evidence (such as a letter from a social worker or PA).

The closing date for the role is Wednesday 11th February at 11:30pm.

