

Pathways Partnership Manager Switchback

JOIN OUR TEAM!

£34,445 - £40,903 depending on experience | Permanent | Full time (35 hours per week) | London/hybrid | Great benefits

Deadline: Monday 9th September 10:00am

How to apply

To apply, please email the following to jobs@switchback.org.uk with the subject: Pathways Partnership Manager:

1. Your **CV**
2. A **cover letter (max 800 words)** telling us: (a) why you want to work at Switchback and (b) why are you the right person for this role (including clear examples of how you fit the person spec).
3. A completed **equalities form** [available here](#) (this is optional but will help support our equalities monitoring, and will be treated anonymously and separated from your application entirely).

If you'd like an informal and strictly private conversation about the role, please contact jobs@switchback.org.uk and we will get that arranged for you.

Deadline

10am on Monday 9th September

Interviews

19 September 2024. The panel will include a member of Switchback's Experts by Experience Board.

Feedback

As a small team we regret we are unable to provide feedback to candidates that are not selected for interview stage.

We are holding an online Q&A from 6.30-7.30pm on Wednesday 28 August 2024 with Celine Tinne, the current post-holder, Lisa Hickman, our Office and Operations Manager, and Charmaine Best, our Head of Delivery. If you'd like to join and hear more about us and the role, please register by emailing jobs@switchback.org.uk



WHY JOIN SWITCHBACK?

Switchback is an award-winning small charity supporting young Londoners to find their way out of the justice system and build stable, rewarding lives.

Switchback's pioneering model is centred on a meaningful relationship between a Switchback Mentor and Switchback Trainee, beginning in prison and lasting as long as it takes after release.

This unique level of support is new territory for most Trainees: a frank, non-judgemental relationship with someone who's there for them on a daily basis, helping to navigate the turbulent transition from prison to community.

Switchback's intensive approach works. **In stark contrast to the national average – which sees around half of those leaving prison every year back inside within 12 months – just 9% of Switchback Trainees reoffend.** In fact, over 50% go into long-term employment, while 65% reach Switchback's unique benchmark of Real, Lasting Change.

In 2023 we've worked with 69 Trainees through-the-gate and over 800 young men pre-release, and we want to reach even more in 2024.

Building on 15 years of impact, Switchback works with others to inspire change across the justice system and beyond. In recent years we've made great strides shifting policy and perceptions, including through our groundbreaking podcast Time & Again, and the successes of Switchback's Reshape Release campaign, including the first rise in the prisoner discharge grant for 25 years.

You'd be joining Switchback's friendly team near to Spitalfields Market in the heart of East London. We offer flexible working, excellent benefits and training, and we have fun too.

Above all, we're a values-led organisation; make sure they resonate with you. We're also determined that our team is more representative of our Trainees, so we'd love to hear from people from Black or Asian backgrounds or with lived experience of the justice system. All appointments at Switchback are made strictly on merit.

This is an exciting time for Switchback as we're aiming to reach even more young Londoners while doing more to tackle social and racial injustice in the UK. Join us!



ABOUT THIS ROLE

As Pathways Partnership Manager, you'll take on a pivotal role at a fast-growing, entrepreneurial charity, building Switchback's partnerships to support young men leaving prison to live life differently.

Switchback is a charity rooted in relationships, and nowhere is this more important than in our partnerships with those who provide vital training and job opportunities for the young men (Trainees) we support after release from prison. Capitalising on our fantastic reputation for strong partnership-building, we now need someone to take this to the next level as we grow, providing more opportunities to more young prison-leavers.

The role will involve maintaining strong existing relationships as well as developing a strategy to access a range of new opportunities to ensure that every Switchback Trainee has a range of fantastic training, job and support options. Trainees should have the chance to explore opportunities around the capital which challenge their personal comfort zones for growth.

Working closely with the Head of Delivery, you'll ensure our partner interactions are consistent with Switchback's values and strategic aims, while working effectively with Switchback Mentors to connect Trainees to a range of meaningful opportunities. You'll have the freedom to build links with the widest possible range of organisations that can help us achieve our ambition that everyone has the opportunity to live a stable and rewarding life as an active member of society.

Working in a small team, you will be excited about the chance to nurture existing relationships and develop new ones to help our Trainees thrive. Above all, you'll have a passion for Switchback's values and what we are aiming to achieve.

KEY DETAILS

Job title	Pathways Partnership Manager
Salary	£34,445 - £40,903 gross per annum, depending on experience
Hours	Full time (35 hours per week)
Contract	Permanent
Location	London (Spitalfields E1) / remote hybrid working. As a charity rooted in relationships, all staff are expected to work at least three days a week in the Switchback office.
Reporting to	Head of Delivery
Start date	As soon as available
Benefits include:	<ul style="list-style-type: none">• 35-hour working week with flexible working possible.• 25 days' holiday rising to 30 days with service, plus bank holidays, plus 3 extra days holiday in the last week of December.• Holiday buy-back scheme after 2 years' service (10 extra days).• Strong commitment to staff development and training.• Generous pension scheme (5% employer contribution).• Cycle to Work scheme• Free Specsavers eye tests & glasses vouchers• Team away days and social events.• A free-to-access Employee Assistance Programme supporting mental health and wellbeing in the workplace.



KEY RESPONSIBILITIES

Develop and grow our network of employment, education and training (EET) partners

Maintain ongoing horizon scanning activities to ensure we are well-positioned to take advantage of new partnership opportunities.

Ensure a diverse range of inspiring opportunities for our Trainees, including seeking to develop relationships with black-led organisations or organisations run by people who themselves have experienced the criminal justice system

Develop and regularly review service level agreements and contracts, working with the Head of Delivery and the Director of Finance & Operations, to ensure partners are providing Trainees with optimal support and service delivery.

Ensure all partners feel a close connection to Switchback's work and that relationships are current and strong through high-quality communication and a flexible approach to problem-solving.

Support partners in comprehending the challenges and obstacles Trainees face post-release, fostering understanding and addressing any stigma through creating enabling and inclusive environments that meet the specific needs and risk of each Trainee.

Nurture and grow our network real-work training partners

Sustain our stellar relationships with real-work training partners – who offer phased introduction to the world of work (currently The Dusty Knuckle Bakery and XO Bikes) to ensure sufficient and inspiring training environments for Trainees during the Switchback Programme.

Develop new real-work training partners to ensure sufficient opportunities for our Trainees.

Develop and grow our network of partners supporting Trainee pathways

Work closely with Switchback Mentors to grow the number of partnerships with services to support Trainees under the 10 Switchback Pathways (e.g. health, housing).

Coordinate opportunities and inspire the Delivery Team to make the most of them

Support the Leadership team and, working closely with the Head of Delivery, create and oversee an effective delivery partnership strategy informed by the needs of Trainees and the specifics of the Switchback programme.

Ensure our contact and Trainee databases are kept up to date with key partnership details. Develop processes within the databases to nurture and maintain partnerships and make it easier for others to review the data.

Support Mentors to regularly update details of Trainee involvement with partners on our database. Use the data to support partnership reviews, ensuring that Trainees' needs are met and outcomes are recorded.

Work closely with Mentors and Trainees to ensure Trainees are matched with the most suited opportunities for their skills and that all opportunities are maximised.

Support colleagues across Switchback in identifying new partnership opportunities by assessing their suitability for collaboration and ensuring appropriate follow-up. Develop systems which map and prioritise opportunities based on organisational and Trainee needs.

Develop effective and engaging ways for current and former Trainees to hear about and be excited by the opportunities available to them.

Actively seek feedback from Trainees and colleagues to enable continuous improvement and inform partnership decisions using surveys and other feedback tools.



PERSON SPECIFICATION

Are you full of potential but not sure you fit all the criteria? Apply anyway and we could help you get there! As a small, dynamic charity we're used to training and supporting brilliant people to learn and grow in their role. If you think you could fly in this position, get in touch.

Experience and Knowledge

- One year experience working in a partnership role or experience of developing high impact and relational partnerships with a wide range of organisations.
- Knowledge of the challenges faced by people who have experienced the justice system when returning to the community.

Skills

- Effective, persuasive and engaging
- Ability to manage multiple strands of emerging and established work efficiently, including ability to prioritise effectively.
- Strong administrative and record keeping skills.
- Good facilitator of team collaboration and ability to 'join the dots'.

Personal Attributes

- Committed to and engaged with Switchback's values, ambition and purpose.
- Able to understand and respect the need for the best interests of our Trainees always to come first.
- Self-motivated and curious with a sense of adventure.
- Resilient with a proven ability to be persistent when working towards agreed goals.
- Able to adapt communication styles and content to different audiences.
- Intuitive and resourceful.

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DIVERSITY AND ACCESSIBILITY

Diversity

Switchback is committed to diversity in all that it does and aims to build a team representative of modern London, celebrating the differences that people bring with them as a vital resource. We welcome applications from the widest possible talent pool and we appoint on ability and merit irrespective of race, religion, age, disability (including hidden disabilities), marital/civil partnership status, sex, gender identity, or sexual orientation. We particularly welcome applications from candidates with lived experience of the justice system (personal or by association). Our diversity and inclusion policy is available [here](#).

Accessibility

Please let us know if you have any special requirements which we might need to consider in relation to the selection process (e.g. attending interviews.) Any requests will not affect your application.

"People only do what they know, and that depends where you grow up. To me, I knew how to sell drugs. In my community it's just normal to do crime. Switchback taught me and pushed me so much. I've learned to forget about crime. I've been shown a different route."

Jordan, Market Manager and former Switchback Trainee



OUR VALUES

Switchback's values cut through everything we do, from our work with Trainees to our fundraising and partnerships.

1. Human

Keeping Trainees at the heart of everything we do.

We build trust, confidence, independence and stability in all areas of a Trainee's life. In all decisions we use the lens: "does this help us improve the prospects of young men leaving prison?"

2. Authentic

Rolling with the ups and downs of real life.

We prize integrity and honesty. We don't sell a dream: we are realistic about what it means to genuinely start over and the huge courage needed to change. We recognise that change is not linear and we provide a space to learn from mistakes.

3. Committed

Taking the long way around.

Our commitment to Trainees is consistent and continuous, lasting for as long as it takes. We reject quick fixes, shortcuts and tick boxes. We do what we say we are going to do and coach our Trainees to do the same.

4. Ambitious

Having high expectations.

We assume strengths, resources and abilities in Trainees. We don't do things for people: we challenge and encourage our Trainees to take control. We are distinctive in our high expectations of Trainees, our own conduct, the quality of our partnerships and the impact of our work.

5. Pioneering

Pushing into our stretch zone.

We challenge Trainees to move outside their comfort zone and we encourage adventure to learn and grow. As a charity we strive to do the same, constantly seeking to reflect and improve. We pioneer an alternative approach and share our evidence with others to inspire wider change.

