



Role Description

Service	Community Connections
Job Title	Community Partnership Programme Lead
Reports to	Senior Manager
Location	Nankeville Office, Woking (Hybrid)
Hours	1 FTE(to be worked flexibly for needs of business)
Salary	£ 30,000 – 34,000 p.a.
Organisation	Who we are: Catalyst Support is a leading Surrey charity dedicated to championing wellness across communities, transforming lives by addressing mental, physical, and emotional health needs. Guided by the belief that wellness is a right for all, Catalyst Support embodies its moto, Supporting Wellness Together, by empowering individuals and communities with innovative, accessible services. With embedded values of kindness, integrity, and commitment, the charity strives to create sustainable, transformative social impact. Through strong partnerships, ethical governance, and initiatives focused on environmental and financial sustainability, Catalyst Support aligns its efforts with national health priorities, embracing the opportunities to lead the way in integrated, preventative, and community-based care.
Purpose of role	The Partnership Programme Lead will coordinate and strengthen the network of organisations delivering with and alongside Community Connections, ensuring partnership activity is purposeful, well organised, appropriately assured and aligned to the commissioned service offer. The role will turn partnership relationships into effective programmes, clear delivery arrangements and accessible opportunities for people using Community Connections. Working closely with the Senior Manager, Community Connections Team Leaders and relevant corporate functions, the post will coordinate partner provision, maintain oversight of partnership actions and assurance, support the development of new activity and ensure that agreed delivery is followed through. It will maintain a clear picture of who is delivering what, where, for whom and with what impact, helping Catalyst Support make best use of partner resource and respond to gaps in local provision. This role supports operational partnership management and programme coordination. Strategic commissioner relationships and senior organisational partnerships remain with the Senior Manager/Director as appropriate. The post will work closely with the Community Engagement Lead so that partner development, community engagement and referral-generation activity are joined up.

Key Responsibilities

1. Partnership Programme Coordination

- Maintain a clear, current overview of Community Connections partner provision, including organisation, activity, location, audience/need, frequency, capacity, attendance and agreed outcomes.
- Coordinate the operational relationship with Community Connections delivery partners, maintaining regular contact and ensuring actions, issues and opportunities are followed through.
- Ensure partner activity aligns with the Community Connections service model, identified local need and agreed programme priorities.
- Coordinate the development, mobilisation and review of new partner-led activities, working with service leads to ensure there is a clear rationale, delivery arrangement and route for clients.
- Identify duplication, gaps, under-utilisation or opportunities across the partner offer and bring recommendations to service management.

2. Partner Governance & Assurance

- Coordinate the routine collection, recording and refresh of agreed partner assurance information, including safeguarding, DBS arrangements, mandatory training, EDI, referral processes and named governance contacts.
- Maintain an organised central evidence base and tracker so that assurance is current, accessible and not dependent on individual knowledge.
- Follow up gaps or expired evidence with partners and escalate unresolved compliance or quality concerns promptly through agreed governance routes.
- Support proportionate onboarding and review arrangements for new delivery partners and freelancers where these sit within Community Connections.
- Work with Safe Practice, People & Culture, Data and other colleagues to ensure partner arrangements reflect Catalyst Support standards and contractual requirements.

3. Programme Delivery, Quality & Improvement

- Track agreed partner deliverables, actions and improvement activity and ensure progress is visible to service management.
- Coordinate regular reviews of partner activity, including delivery, attendance, client experience, outcomes, risks and emerging issues.
- Work with Team Leaders and Data colleagues to ensure partner delivery is appropriately recorded and contributes to Community Connections performance and commissioner reporting.
- Support the implementation of actions arising from commissioner reviews, internal QA, complaints, feedback and the Community Connections Improvement Programme where these relate to partners.
- Promote learning and consistency across partner delivery while recognising the different strengths and specialisms of partner organisations.

4. Partnership Development & Service Offer

- Work with the Senior Manager and Team Leaders to identify potential partners or specialist provision that respond to gaps in the Community Connections offer.
- Support the development of clear pathways between Catalyst Support, partner organisations and wider community provision.
- Coordinate practical discussions about new activities, delivery arrangements, venues, referral routes and mobilisation, escalating contractual or strategic decisions appropriately.
- Support development of a balanced partner offer across Surrey places and communities, informed by need, utilisation and service priorities.

- Work with the Community Engagement Lead to connect partner provision with referral-generation, promotion and community-access activity.

5. Resources, Agreements & Value

- Maintain visibility of agreed partner/freelancer delivery arrangements, costs and commitments, working with the relevant budget holder and Finance colleagues.
- Ensure requests for new or changed partner activity are supported by a clear service rationale and agreed approval route before commitments are made.
- Support monitoring of whether commissioned or purchased partner activity is being delivered as agreed and represents effective use of Community Connections resource.
- Provide accurate information to support budget monitoring, reforecasting and planning; financial accountability and contract approval remain with the designated budget holder.

6. Risk Management and Safeguarding

- Ensure safeguarding, quality, information-sharing and delivery risks identified through partner activity are recorded and escalated through the appropriate Catalyst Support route.
- Maintain clear boundaries between assurance collection and formal organisational accountability, seeking advice from Safe Practice or senior management where concerns arise.
- Support partners to understand Community Connections safeguarding, incident and escalation expectations where relevant to their delivery.
- Ensure concerns about delivery quality, client safety or partner compliance are not allowed to drift and are followed through to resolution or escalation.

7. Communication, Reporting & Leadership Contribution

- Provide concise, accurate updates on partner delivery, assurance, risks, actions and opportunities to Community Connections management and the Improvement Programme.
- Coordinate partner communications with the Senior Manager and relevant colleagues so external messages are clear, personal where appropriate and do not duplicate or contradict other contact.
- Contribute evidence and narrative for commissioner reporting, programme reviews and service planning where partnership activity is relevant.
- Model Catalyst Support ways of working through clear accountability, communication and coordination, learning and improvement, and leading together.
- Carry out other responsibilities appropriate to the level of the role and reasonably required to support Community Connections and Catalyst Support objectives.

Person Specification

Qualifications & Experience

Essential

- Experience of partnership, programme, project or service coordination within health, social care, community or VCSE settings, or a closely related environment.
- Experience of building and maintaining effective working relationships with external organisations and internal stakeholders.
- Experience of coordinating multiple actions, workstreams or delivery arrangements and maintaining reliable oversight through trackers, plans or other systems.
- Experience of monitoring delivery, identifying gaps or risks and following issues through to resolution.
- Experience of working with governance, quality, compliance or assurance requirements in an operational setting.
- Ability to organise complex information and communicate clear priorities, actions and deadlines.

Desirable

- Experience of commissioned mental health, wellbeing or community services.
- Experience of working with VCSE delivery partners, subcontractors, freelancers or grant-funded provision.
- Experience of contract monitoring, commissioner reporting or programme performance reporting.
- Knowledge of Surrey communities, local systems and the VCSE landscape.
- Experience of service redesign, pathway development or mobilisation of new provision.

Knowledge & Skills

- Strong understanding of effective partnership working, including the difference between relationship-building, operational coordination and formal governance/accountability.
- Understanding of safeguarding, information governance, equality and quality-assurance expectations relevant to community service delivery.
- Ability to use data, delivery information and qualitative feedback to assess whether partnership activity is effective and aligned to need.
- Good judgement and confidence to challenge constructively, follow up commitments and escalate concerns appropriately.
- Strong written and verbal communication, including accurate record keeping and concise reporting.
- High level of organisation and follow-through, with the ability to manage competing priorities and deadlines.
- Confidence using Microsoft 365, shared trackers and service/data systems.

Additional Requirements

- Ability to travel regularly across Surrey and meet partners in community settings.
- Ability to work flexibly where partner or programme activity requires it.
- Commitment to equality, diversity, inclusion, co-production and trauma-responsive practice.
- Ability to represent Catalyst Support professionally while maintaining clear boundaries of authority and escalating contractual or strategic decisions appropriately.

Equal Opportunities Statement

We acknowledge the unique contribution that all Catalyst employees, volunteers and clients can bring to our organisation in terms of their culture, race, gender, sexual orientation, gender reassignment, marital status, nationality, age, religion or belief and any physical disability or history of mental health or additional problems.

We recognise the value of lived experience and the unique perspectives that people bring, and we actively encourage applications from women from diverse backgrounds.

All appointments are based on merit and no applicant or volunteer will be treated unfairly or discriminated against. All employees and volunteers have equal access to development.

Any employee or volunteer who breaches this policy may be subject of grievance and/or disciplinary procedures.

This post is subject to the Disclosure and Barring Service (DBS) check at an enhanced level. Please note past drug and/or alcohol or criminality history will not necessarily discount you from undertaking this role.

Catalyst Support is committed to providing reasonable adjustments throughout the recruitment process and in employment. Please let us know if you require any adjustments to support your application.

Amendments: This role description accurately reflects the present position; it may be amended and reviewed. Any change will be made following a period of consultation.