

## Switchback Partnership Lead

### Switchback

## JOIN OUR TEAM!

£37,004 - £43,942 depending on experience | Permanent | Full time (35 hours per week) | London/hybrid | Great benefits

**Deadline: Monday, 1<sup>st</sup> June 2026 at 9am**

#### How to apply

To apply, please email the following to [jobs@switchback.org.uk](mailto:jobs@switchback.org.uk) with the subject: Switchback Partnership Lead

1. Your **CV**
2. A Personal Statement
3. A completed **equalities form** [available here](#) (this is optional but will help support our equalities monitoring and will be treated anonymously and separate from your application).

#### Deadline

**Monday, 1<sup>st</sup> June 2026 at 9am**

#### Interviews

**Tuesday, 16th June 2026**

We are holding an optional **online Q&A from 6.30-7.30pm on Wednesday, 20<sup>th</sup> May 2026**. If you'd like to join and hear more about us and the role, please register by emailing [jobs@switchback.org.uk](mailto:jobs@switchback.org.uk) (and you will be sent the link to join).

#### Feedback

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



## 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 10% 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 2025, 74 trainees joined our Real Lasting Change programme, and 449 men received pre-release support. In 2026 and beyond, we aim to reach even more individuals.

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

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

In the role of Partnership Lead, you will play a pivotal part in a fast-growing, pioneering charity supporting young men leaving prison to build stable, rewarding lives.

Switchback is a charity rooted in relationships and nowhere is this more critical than in our partnerships with organisations providing training, education, and employment opportunities for the young men (Trainees) we support following release from prison.

This role holds primary responsibility for developing, managing and continuously improving Switchback's partnership ecosystem across all 10 pathways, ensuring that Trainees have access to high-quality and diverse range of opportunities that support sustained rehabilitation outcomes.

Success in this role is defined not only by the number of partnerships developed, but by their quality, consistency, distribution across pathways and measurable impact on Trainee progress.

Building on Switchback's strong reputation for partnership working, this role is expected to strengthen and scale our network in a structured and disciplined way, ensuring that growth is intentional, well-managed and aligned to Trainee need.

The partnerships we develop must enable Trainees to step beyond their comfort zones, supporting meaningful personal development and delivering real, lasting change.

Working closely with the Head of Delivery, you will ensure all partnership activity is aligned with Switchback's values, delivery model and strategic aims and that Mentors are effectively supported to connect Trainees to the right opportunities at the right time.

## KEY DETAILS

<b>Job title</b>	Partnership Lead
<b>Salary</b>	£37,004 - £46,255 per annum, depending on experience
<b>Hours</b>	Full time (35 hours per week)
<b>Contract</b>	Permanent
<b>Location</b>	London (Spitalfields E1) / Partnership Lead work on-site — whether in the office or community - three days a week and have the flexibility to work from home two days a week.
<b>Reporting to</b>	Head of Delivery
<b>Start date</b>	As soon as available
<b>Benefits include:</b>	<ul style="list-style-type: none"><li>• 35-hour working week with flexible working possible.</li><li>• 25 days' holiday rising to 30 days with service, plus bank holidays, plus 3 extra days holiday in the last week of December.</li><li>• Holiday buy-back scheme after 2 years' service (10 extra days).</li><li>• Strong commitment to staff development and training.</li><li>• Generous pension scheme (5% employer contribution).</li><li>• Cycle to Work scheme</li><li>• Team away days and social events.</li><li>• A free-to-access Employee Assistance Programme supporting mental health and wellbeing in the workplace.</li></ul>



## KEY RESPONSIBILITIES

### 1. Partnership development and pipeline ownership

- Build, manage and maintain a structured pipeline of employment, education, training (EET) and wider pathway partners.
- Take ownership of consistent pipeline development across all 10 Switchback pathways, ensuring balanced coverage and proactively addressing gaps in provision.
- Maintain active horizon scanning to identify, assess and prioritise new partnership opportunities.
- Ensure all partnership activity is logged, tracked and updated in Switchback data systems with accuracy and consistency.
- Provide regular pipeline reporting (including progress, risks and conversion rates) to the Head of Delivery and wider leadership team.

### 2. Trainee-centred partnership design

- Ensure all partnerships are explicitly informed by Trainee need, drawing on:
  - structured discussions with Trainees
  - input from Switchback Mentors
  - formal and informal Trainee feedback
- Use this insight to shape, prioritise and adapt partnership development activity.
- Ensure partners understand Trainee experiences, challenges and risks and are supported to create appropriate, supportive environments.
- Actively address stigma and misunderstanding through informed partner engagement.

### 3. Delivery and impact accountability

- Ensure partnerships deliver tangible, high-quality opportunities that lead to meaningful Trainee engagement and progression.
- Monitor partner performance and contribution to Trainee outcomes, including:
  - engagement rates
  - uptake of opportunities
  - progression outcomes
- Use data and feedback to assess partnership effectiveness and identify underperformance.
- Recommend improvement, redesign, or termination of partnerships where impact is not sufficient.

### 4. Monitoring, evaluation, and learning (MEL)

- Develop and maintain a clear framework for reviewing partnership effectiveness across all pathways.
- Regularly evaluate partnerships against agreed indicators of quality, consistency and Trainee impact.
- Use Trainee and Mentor feedback, alongside operational data, to inform continuous improvement.
- Produce insight on what types of partnerships generate the strongest outcomes for Trainees and feed this into strategy and development.

### 5. Service quality and governance

- Develop, review and manage service level agreements (SLAs) and contracts in collaboration with the Head of Delivery and Director of Finance & Operations (DFO).
- Ensure all partners meet agreed standards of delivery, safeguarding and engagement.
- Maintain clear documentation of partner expectations, responsibilities, and performance.

## 6. Relationship management and partner engagement

- Build and maintain strong, high-trust relationships with all partners through consistent, high-quality communication.
- Ensure partners feel closely connected to Switchback's mission and ways of working.
- Demonstrate resilience and professionalism when managing challenges, conflict, or underperformance within partnerships.
- Maintain clarity, reliability and follow-through in all external communications.

## 7. Real-work and specialist training partnerships

- Maintain and strengthen existing real-work training partnerships (e.g. Dusty Knuckle Bakery, XO Bikes), ensuring high-quality Trainee experience.
- Develop new real-work training partners to expand capacity and diversity of opportunity, including partnerships with black-led organisations and organisations lead by individuals with lived experience of the criminal justice system.
- Ensure these partnerships remain aligned to Trainee progression needs and programme design.

## 8. Cross-pathway development (10 pathways model)

- Develop partnerships beyond employment and training to support holistic Trainee needs across all 10 pathways (e.g. housing, mental and physical health, and finances).
- Work closely with Mentors to integrate pathway partnerships into Trainee plans and progression journeys.
- Ensure pathway partnerships are not symbolic, but actively used and impactful.

## 9. Internal coordination and enablement

- Work closely with the Head of Delivery to align partnership strategy with operational delivery.
- Support Mentors and colleagues to effectively access, understand and use partnership opportunities.
- Develop systems and processes that improve accessibility, prioritisation and visibility of opportunities across the organisation.
- Ensure internal stakeholders can clearly understand and engage with the partnership landscape.





## 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. We particularly welcome applications from candidates with lived experience of the justice system (personal or by association). We are an equal opportunities employer and are committed to creating a diverse and inclusive workforce. Selection for appointment will be based solely on merit. 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.