

Breaking Barriers

Meaningful employment
for refugees



Partnerships Manager

London, Manchester or Birmingham



Welcome from our CEO



Ciara Devlin
CEO

Thank you for considering Breaking Barriers! We are a fast-paced, innovative charity with a mission to welcome refugees into meaningful employment with one-to-one advice, guidance, education and training. Refugees face substantial hardship fleeing war, violence and persecution. Once in the UK they then face many significant barriers to settling in and starting a new life. Employment is the single biggest factor in successful integration (according to the Oxford university Migration Observatory) but refugees are over 4 times more likely to be unemployed compared to the overall population. Yet there is little support available to help build new lives after refugee status is granted. That's wrong. And that's why Breaking Barriers was set up in 2015.

We know, though our work, how determined refugees and people from a refugee background are to being financially stable and finding purpose in their work. Since we launched the organisation we have reached almost 2000 people and of those, around half found meaningful employment, education or volunteering. We are a team of just over 60 staff and we have grown considerably over the past 2 years, having the opportunity to expand into new areas of the UK. We are also supported by several hundred volunteers.

Employment support is our specialism, and our tailored advice and guidance is provided in-house to our refugee clients by our dedicated and experienced Employment and Integration Advisers. We give a central role to businesses, and partner directly with over 40 companies across a variety of sectors, to together offer bespoke opportunities for refugees including skills workshops, paid work placements and permanent job opportunities. We also offer English and IT courses at a variety of levels, delivered by qualified and experienced volunteer teachers to support refugees who have barriers around language and digital ability.

Our delivery model is hybrid – with remote support complemented by in-person support for clients with lower digital abilities. We are an organisation that is laser focused on the service delivery of high quality employment and education support. We are data-driven and we use the data about our work to improve both our own and the wider sector practices.

Our clients are at the heart of our work and inform what we do through providing regular survey feedback, specific advisory input, and sharing their stories. We advocate for our clients by collaboratively working with Government departments to make the case for - as well as shape - integration funding for refugees. We've already had tremendous success with the key role we played in the development of the Refugee Transition Outcomes Fund which we have worked on in Manchester and Birmingham. Our work relies on the generous funding of our network of corporate partners, donors and supporters, and statutory grants. We also work closely with national and local partners to strengthen the sector and wider ecosystem. We know that there continues to be a large and dispersed refugee population with unmet needs and we are focused on bettering our services and growing across the UK.

At Breaking Barriers, we work collaboratively and openly to get things done. We have a flexible and welcoming environment where everyone is encouraged to take ownership, feedback and contribute. As a newly arrived CEO, I am passionate about ensuring Breaking Barriers has an inclusive culture, ensuring that individuals feel confident to bring their whole selves to work and that we celebrate the differences that make all our staff unique. I also believe that it is vital that we invest in and support our staff with lived experience so that they can flourish and progress within the organisation. We are looking for individuals who share our motivation, values and ambitions to grow our programmes so we can support more refugees. The right person will benefit from the chance to be part of a growing organisation and have the opportunity to innovate, pursue your passion and work as part of an incredibly talented team. I look forward to hopefully welcoming you to the team soon!

About Breaking Barriers

Our vision

We're Breaking Barriers so every refugee can access meaningful employment and build a new life.

Our mission

We welcome refugees into meaningful employment with advice, experience and education. We believe in the power of responsible business to change society for the better through our innovative partnerships.

Our values

Our values underpin everything we do at Breaking Barriers; and our organisation strives to be:

Mission-led

We put refugees first in everything we do. We listen and respond. We act with integrity. We're focussed on impact.



Entrepreneurial

We believe in the entrepreneurial spirit of every individual to build a better life. We believe in the power of responsible businesses to achieve social change. We're brave and bold enough to give new things a go. We're driven by making a lasting impact.



Welcoming

We welcome people of all backgrounds with an open mind. We will make everybody feel comfortable working with us every step of the way. We treat everybody fairly and are friendly. We champion diversity, equality and inclusion.



Collaborative

We believe in the power of teamwork and partnerships. We work collaboratively with colleagues to find creative solutions for the greater good. We're proud to share our expertise and knowledge with partners to further our positive impact.



Job Description

Job Title: Partnerships Manager

Reports to: Senior Partnerships Manager

Location: London, Manchester or Birmingham

Salary: £33,000 - £39,000 London, £31,000 - £37,000 Manchester and Birmingham

Terms: 5 days per week (37.5 hours), open to flexible working arrangements

Contract: Permanent

Purpose of the role:

The main purpose of the Partnerships Manager role is to lead on the delivery of first-class account management to a diverse portfolio of corporate partners, generating income to support Breaking Barriers' work. Each partnership at Breaking Barriers is bespoke, comprising fundraising, skilled volunteering, awareness raising and, crucially, placement and job opportunities for our refugee clients.

Working closely with the wider Partnerships Management and Programmes teams, you will be responsible for launching new partnerships and retaining business by deepening relationships and identifying opportunities for growth.

The successful candidate will have experience managing corporate partner relationships, including making fundraising asks and managing external communication with donors and partners at all levels of seniority. You will deploy your influencing skills and ability to build profitable relationships to great effect as you take a leading role identifying and nurturing future strategic partnerships. An understanding of Corporate Social Responsibility would be advantageous.

Role summary:

- Manage a diverse portfolio of corporate partners to deliver partnership commitments and meet income targets
- Develop and deliver strategic partnership activity including staff engagement and fundraising, skills-based volunteering and activities that support our refugee clients on their journey to employment
- Work closely with the corporate partnerships team to ensure successful delivery and continued growth of our corporate partnerships strategy and corporate offering at Breaking Barriers
- Deliver outstanding relationship management, utilising negotiation skills to encourage partners to retain and deepen and their relationship with us and their commitment to our clients

- Own opportunities within your corporate partnership portfolio and prospect pipeline that can maximise income and impact to support Breaking Barriers to support sustainability and growth
- Develop and deliver tailored and compelling proposals and reports to secure support and ensure all donor reporting is completed on time and to a high standard
- Represent the Partnerships Management team, utilising your expertise and relationship skills to advocate both internally and externally.

Key accountabilities/responsibilities:

- Create strong relationships with your colleagues and your partner contacts to ensure that each partner is invested in the programme they are supporting and are satisfied with Breaking Barriers' delivery
- Utilise account management skills to deliver existing partnerships and identify strategic growth opportunities in terms of increased income and added value to Breaking Barriers within a portfolio of partnerships
- Coordinate the delivery of partnership activity such as volunteering workshops, as well as any additional initiatives which are developed to enhance the impact of your partners to support our refugee clients on their journey to employment
- Deliver and develop multi-year partnerships and development plans for all your partners
- Work closely with the Service delivery team at Breaking Barriers to identify partner opportunities such as jobs and employability workshops that meet our refugee clients' needs, skills and aspirations
- Ensure accurate and timely reporting of income and outcomes on Salesforce each month to support organisational tracking
- Ensure Breaking Barriers' aims and objectives are met, legal and other guidelines adhered to and that partnerships align with Breaking Barriers' principles and mission and policies
- Ensure that all corporate partnerships are compliant with Data Protection law, the Fundraising Regulator Code of Practice, and all other legal and regulatory requirements
- Champion the value of refugees and work collaboratively with colleagues across the UK to drive our mission forward.

Person specification

Essential

- Experience of securing new partnerships and/or managing corporate partners, in the charity, private and/or commercial sector,
- A demonstrable passion for, or interest in, supporting refugees and marginalised groups,
- Excellent verbal and written communication skills to adapt to different audiences and effectively develop and influence external and internal relationships,
- Strong interpersonal and negotiation skills to adapt approach and communication style with different audiences,
- Demonstrable success in managing and developing key stakeholder relationships internally and externally,
- Experience of making an ask of a business to convert and result in a tangible outcome of support,
- Experience of monitoring, evaluating, and reporting back on results/outcomes,
- Comfortable working in a target and KPI driven culture,
- Ability to influence and bring others on a journey to inspire and generate impact,
- A highly proactive approach to researching and initiating new business and/or growth opportunities,
- A self-starter, able to work on own initiative where required / enthusiastic team-player with a can-do attitude,
- Excellent organisational skills and the ability to work well under pressure, meeting multiple competing deadlines in a complex environment,
- Creative problem solver, with exemplary relationship building and customer service skills,
- Excellent IT skills, including Microsoft Office suite.

Desirable

- Strong understanding of Corporate Social Responsibility and Diversity & Inclusion agendas with a commercial understanding and outlook,
- Experience developing grant proposals for a corporate or high net-worth audience,
- Experience developing and/or managing events,
- Experience with a fundraising CRM, preferably Salesforce,
- Knowledge of the challenges refugees face to employment in the UK.

Considerations

As part of our safeguarding commitment to our clients, we carry out pre-employment checks to ensure that successful applicants are suitable to work with adults at risk. These include criminal record disclosure, obtaining references and verifying a candidate's identity and right to work in the UK.

Breaking Barriers is committed to protecting an adult's right to live in safety, free from abuse and neglect and for their views, wishes and beliefs to be fully considered when deciding action.

Your Application

How to apply

If you are looking for a role where you can make a real difference, we want to hear from you.

To apply, please submit a CV and statement (up to approximately 500 words/1 A4 page) outlining:

- Why you are interested in the role
- What skills and experience you would bring to be successful in this role

Please note that applications without a covering letter will not be considered. Interviews will be held on a rolling basis so please apply as soon as possible to avoid disappointment.

We are proud to be a member of the [Experts by Experience Employment Network](#), which aims to increase representation of people with lived experience in the charitable sector. Please feel free to use information and resources found [here](#), which may help in preparing your job application.

The Recruitment Process

If you are shortlisted for a role with BB, you will be invited to interview via email. In your invite, the Hiring Manager will ask if you require any adjustments for the interview process. Please feel free to inform them how we can make the process accessible for you.

The recruitment process usually involves two rounds of interviews. The initial round is usually between 5 and 10 applicants, with the second round narrowed down to the final 2 or 3 applicants. One of these rounds may include an interview task, which will usually be shared in your interview invite.

Interview panels will usually be made up of 2-3 interviewers. This often includes the Hiring Manager and another Manager with interviewing experience. In some cases, there will be a representative of the Lived Experience Advisory Panel present. This is one of the ways we better involve people with lived experience in our work (lived experience defined as people from a refugee background, with first-hand experience of seeking sanctuary or migration to the UK).

In order to make our interview process as accessible as possible, a summary of the interview questions will be shared ahead of the interview. Interview questions will be based on the key competencies included in the job description. Some of the questions will be 'what would you do' scenario-based questions. We believe framing questions in this way makes it easier for candidates to highlight their transferable skills, as opposed to looking at an example of similar roles they have held. You will also be asked about what drew you to apply to work at BB and what you know about the organisation. We recommend you take a look at our values before the interview (page 3 of this pack) so that you can highlight which values you align with, if any.

Your interviewers appreciate that an interview can be a very stressful situation and will do everything they can to make you feel comfortable. Candidates are welcome to bring notes to the interview as a memory aid (though we encourage candidates to avoid reading directly from them as this can limit the flow of conversation). Your interviewers are happy to repeat and reframe questions if desired, let them know if this is the case.

You will have the opportunity to ask questions to your interviewers at the end of the interview. Hiring Managers endeavour to inform you of the outcome of the interview as soon as possible. This will usually be via email.

Interview Tips for Candidates

Candidates may wish to use the STAR method to help frame answers to some interview questions. The STAR method is an interview technique that gives you a straightforward format you can use to tell a story by laying out the Situation, Task, Action, and Result:

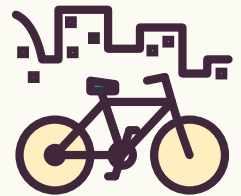
- **Situation:** Set the scene and give the necessary details of your example.
- **Task:** Describe what your responsibility was in that situation.
- **Action:** Explain exactly what steps you took to address it.
- **Result:** Share what outcomes your actions achieved.

Using this method will help candidates provide a focused answer to questions that ask for a real-life example. These questions might start with:

- 'Tell me about a time when...'
- 'What do you do when...'
- 'Have you ever...'
- 'Give me an example of...'
- 'Describe a situation...'

Why work at Breaking Barriers?

- We're committed to creating a positive and collaborative working culture with regular team meetings and socials.
- We encourage flexible working to achieve a good work/life balance. We offer optional hybrid working (20%-40% from the office and 60%-80% from home) and flexi-time (working your hours flexibly between 7:30am and 7pm, meeting core hours of 10am-12pm and 2pm-4pm) and compressed working (working 10 days in 9 longer days, with the 10th day off).
- There are regular opportunities for training and development with our corporate partners and external trainers, as well as a mentoring scheme and the opportunity to access apprenticeships.
- We celebrate the diversity of our team and have a Diversity, Equity and Inclusion Working Group that work with senior leadership to deliver training, agree priorities and hold regular forums.
- You can access the Cycle to Work scheme – enabling you to buy a bike for your commute tax-free and in instalments.
- Everyone gets 25 days annual leave, plus bank holidays. Annual Leave increases one day every full year of service up to 30 days, and the office is closed every year between 25 December and 1 January.
- We also offer generous special leave and family leave policies.
- You can take a Wellbeing Day every 12 months.
- You can swap up to three bank holidays per year, for an alternative day off.
- You can access our employee engagement hub offering discounts, a recognition wall and wellbeing centre.
- You can access our 24/7 employee assistance programme, which includes 8 online, telephone or face to face counselling sessions per year for you and your partner.
- We have a team of Mental Health First Aiders and Responders to support staff wellbeing.
- Breaking Barriers has won a number of prestigious awards including the Lord Mayor's Inclusive Employment Award, a National Fundraising Social Purpose Award and the esteemed Queen's Award for Enterprise for "Promoting Opportunity through Social Mobility".
- Flexible working spaces including breakout rooms and collaboration spaces.
- Some of our offices have a multi-faith room, where we don't we will endeavour to source a private space for you.
- Shared kitchen facilities with free tea and coffee.



What does our work mean to our clients?

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I got to know about Breaking Barriers when I first got my status and I got a very nice case worker which helped me on how to build my CV, how to build my confidence. They taught me interview skills and also put me into workshops with other organisations that trainings me to be who I am today.

I think my caseworker is the most amazing person I know. Just to know there's somebody out there that's got your back. My support worker told me "Kemi, I got this job. I think it is going to be interesting for you". Which I applied and that's the job I am now. It's a charity that helps refugee worker into employment, and within three months that I got the job, I got promoted twice and all because of Breaking Barriers because even while I'm on the job, Breaking Barriers keep supporting me, telling me what to do and how to carry myself

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**Kemi,
Breaking
Barriers client**



Diversity and inclusion at Breaking Barriers

Breaking Barriers is committed to promoting diversity and inclusion regardless of age, disability, gender reassignment, sex, sexual orientation, marriage and civil partnership status, pregnancy and maternity status, race, religion, or belief.

We aim for our workforce to be truly representative of all sections of society and our clients. We celebrate diversity within our workforce and are committed to creating a working environment free of bullying, harassment, victimisation, and unlawful discrimination, promoting dignity and respect for all, and where individual differences and the contributions of all staff are recognised and valued.

We belong to the Experts by Experience Employment Initiative, which advocates and supports organisations to employ more people from a refugee background. With this in mind, we particularly welcome applicants with experience of seeking asylum and/or a refugee background.



As a member of the Disability Confident Scheme, we are committed to offering an accessible recruitment process and guarantee an interview to all disabled applicants who meet the minimum criteria for the role.



Accessibility of our offices

Our offices have full disabled access on all floors.

- WeWork Office (London): At the main entrance you can use the free access lift and then the main passenger lifts to all the floors. There is one disabled toilet per floor.
- Landmark Office (Birmingham): This building is designed as three specific cores served by a core staircase in each core – on each floor within each of these cores is the provision of male, female, unisex and accessible toilet facilities, with accessible passenger lifts to each floor.
- Landmark Office (Manchester): This building offers level access to the main entrance, wheelchair accessible lifts to all levels, accessible toilets in each lift lobby and disabled refuges, with two way communication, to each level.
- Information regarding Glasgow and Liverpool Offices to follow once office space has been secured.

We are open to flexible working arrangements and alternative working patterns.

If you require this recruitment pack in another format, please email: enquiries@breaking-barriers.co.uk

For an informal discussion about the role, please contact Dani Meier (HR Manager) on 07442581708 or d.meier@breaking-barriers.co.uk.