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# ***JOB APPLICATION PACK***

**Partnerships Manager (Youth  
Justice) – PM001**

**May 2024**

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**NEW  
HORIZON  
YOUTH  
CENTRE**

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# New Horizon Youth Centre

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Job Application Pack, May 2024



Dear applicant,

Life is not linear. Nobody knows that better than the young people who come to New Horizon Youth Centre. While the thousands of stories they tell us every year are as different as they can be, one thing unites them: their current experiences of homelessness do not define them or where they will end up. Indeed, as one of the young members of our Women's Space told us, sometimes you have got to go through the darkness to get to the light.

During the last few years COVID, cost-of-living and housing crises have created challenges for us all, but young people have felt it particularly acutely. Youth homelessness is currently at unprecedented levels. In 2023, over 20,000 young people in London approached their council because they were, or were about to be, homeless.

To meet these rising levels of need, we are expanding our staff team, services and partnerships. By joining us, you will be part of ensuring New Horizon consistently and powerfully does what it does best: championing young people, collaborating for impact and being determined to find a way to holistically support every young person that comes through our doors.

Whilst making sure that basic needs are met and young people are safe, housed and able to focus on their future, it is also critical that we guarantee that young people, especially those experiencing homelessness who have been systemically denied a voice, are present in the creation of systems that will change and impact their lives for the better.

We are not afraid of being bold and thinking big in response to today's challenges; it requires us to grow our staff team, our collaborations, our funding and our campaigning to end youth homelessness. Staff wellbeing is a crucial part to this journey, along with ensuring that young people are with us every step of the way.

We know that far too many young people find themselves unhoused, unsupported and unsafe. Now is the time to right this wrong and ensure that every young Londoners' potential has a home.

We hope that you'll join us.

A handwritten signature in black ink, appearing to read 'P. Kerry', with a large, sweeping flourish at the end.

Phil Kerry, Chief Executive

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## *OUR STORY*

London is a fantastic city to call home, but a central truth remains in the capital. Every year thousands of young people find themselves unhoused, unsupported and unsafe.

That's why New Horizon Youth Centre exists.

Founded in 1967 by Lord Longford to address the needs of young people who were homeless and misusing drugs in the West End of London, today New Horizon Youth Centre continues to be a vital support network for 16–24-year-olds with nowhere else to go.

Through the services we provide at our day centre, via outreach and remotely, our multidisciplinary team of over 60 staff support thousands of young people experiencing homelessness in London to find safety, improve their wellbeing, develop skills for life and ultimately find somewhere that they can call home.

**“For as long as young people are homeless and unsafe in London, we will be on a mission to give their potential a home”**

For more info about our impact, [please take a look at our latest impact report.](#)



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### ***COMMITMENT TO EQUITY, DIVERSITY & INCLUSION***

New Horizon Youth Centre is committed to recognising and valuing difference and ensuring fairness and equity; and recognising and seeking to redress inequity and disadvantage wherever possible. We have an ongoing action plan to improve our Equity, Diversity and Inclusion (EDI) practices, which every member of our organisation has a role in contributing to.

As a service provider to young people facing homelessness and who are unsafe, we aim to be an empowering, supportive employer and to offer as much flexibility as possible to help each individual realise their full potential as users of New Horizon Youth Centre and as employees. We believe that this approach is key and central to promoting and developing diversity.

We recognise that true diversity in our community and within the staff group also involves a willingness to act, where necessary, by combating the effects of existing barriers to fair and equal treatment. Within society certain groups are unfairly discriminated against – for example on the grounds of race, gender or gender identity, disability, sexuality, age and class – and are, as a result, disadvantaged in terms of their access to services and employment. We will, where appropriate and where possible, seek to positively redress the effects of this discrimination. Any action we take will be legally compliant and consistent with our approach of making young people and staff feel valued and respected.

We recognise that many people have suffered disadvantage and barriers to progress for all kinds of reasons related to them as an individual and not because of their personal characteristics such as homelessness, employment, economic or domestic circumstances, or involvement with the justice system. For this reason, our commitment to diversity includes being supportive, positive and open minded.

**We encourage applications from all backgrounds in respect of ethnicity, disability, gender, sexuality, religion, and socio-economic backgrounds.**

New Horizon Youth Centre is deeply committed to inclusive working practices, so during the application process we commit to:

- Reimbursing any childcare and other care costs whilst you are attending interviews.
- Reimbursing your travel costs to the office and back for interviews.
- Making any reasonable adjustments – for example ensuring we have a sign language interpreter organised in advance if you would like them.
- Offering a guaranteed first stage interview for disabled candidates who meet the minimum requirements for the role.

If there is anything else you are concerned about or think we could provide, please let us know.

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*OUR WORK IS GUIDED BY THREE VALUES:*

We **champion** young people



We **collaborate** for impact



We are **determined** to find a way



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NEW  
HORIZON  
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## ***STRATEGIC OBJECTIVES:***

Through 2022 – 2025 New Horizon Youth Centre will focus on:

### **1. Delivering high quality, trauma-informed services for any young person that needs our support**

- **Refocusing our services around four key outcomes areas** (Housing, Safety, Life-skills, and Health) to help us specialise further and grow our impact.
- **Redefining the welcomes into our services** so that we can build trust and ensure young people get the support they want and move on.
- Creating a **brand-new health offer and optimising the scale of our housing offer** to address these continued areas of significant need.

### **2. Working with and through others to optimise our offer and maximise our impact.**

- Continuing to **invest in the London Youth Gateway youth homelessness partnership**, scaling its reach and finding more ways to collaborate.
- **Revitalising our centre as a hub** that provides both drop-in and specialist services via our team and a network of committed partners that share our values.
- More deliberately **sharing best practice with partners and statutory agencies** so that more professionals are equipped with the skills and knowledge to help.

### **3. Saying what others won't say and do what other won't do to ensure that no single young person misses out, even the young people we will never meet.**

- **Prioritising services where needs exist without solutions**, working with others to innovate and bring these issues to public attention.
- **Redoubling our policy work and building our evidence** to put 'grit in the system' and ensure that the issues affecting young people are understood and acted upon.
- Working with young people to **reframe the narrative around youth homelessness**, ensuring that they have the right platform to campaign for change.

And importantly will continue to focus on:

### **4. Sustaining a well-run organisation that invests in staff and celebrates the diversity that makes us a success**

- **Making good on our commitment to be anti-racist**, embedding diversity across our work and practice.
- **Renewing our staff care and investing in our technology and facilities** so that the team have the practical and emotional support they need to thrive.
- **Setting ambitious goals for our fundraising** so that we have the resources and financial security to be ruthless in the pursuit of our mission.

# NH YC

*“New Horizon.  
It might not be your home.  
They might not be your parents.  
They might not be your family.  
But they want you to win in this  
world.”*

*Najma, 21*



## NEW HORIZON YOUTH CENTRE

# ***JOB DESCRIPTION – Partnerships Manager (Youth Justice)***

Reporting to: Head of Policy, Impact and Partnerships

## **ROLE OVERVIEW**

This role presents an exciting opportunity to create real sustainable change with children and young people experiencing violence and exploitation across London. Following on from months of consultation with young people and a wide range of stakeholders, a blueprint has been developed that we believe will start to bring together some of the key stakeholder to realise our ambitions. We have a vision for this role, but we are looking for someone who is passionate and confident enough to take this vision, work in partnership with others and make it happen. You need to be optimistic, resilient and solution focused. We understand the scale of the challenge but are absolutely determined to create systems change.

You will lead on implementing the blueprint, holding people to account and bringing key partners and stakeholders together to work in collaboration. A key part of this role is developing partnerships as well as creating new housing pathways for young people impacted by violence, exploitation or the criminal justice system. Although reporting into the Head of Policy and Communications, you will work very closely with our Head of Services for Youth Justice, ensuring the Youth Justice team are able to deliver on their primary outcome of keeping young people safe and fulfilling ambitious targets set by our MOPAC (Mayor's Office for Policing and Crime), Propel and National Lottery contracts. You will play a pivotal role in helping to shape our Youth Justice services, our collaboration with key stakeholders, and connections across London local authorities.

This is a key role in our organisation, and we are looking for someone with demonstrable experience in partnership and stakeholder engagement who knows how to get and keep people on board to meet mutual or differing needs. The ideal candidate will be a confident, natural networker. You need to be persuasive but able to understand the perspectives and challenges that exist in this space.

Key to achieving our vision is the passion. You must be genuinely passionate about supporting young people who are impacted by violence, exploitation and the criminal justice system and ideally, have previous frontline experience within relevant services.

## **THE BLUEPRINT**

1. Creation of a Charter to improve outcomes for children and young people impacted by violence and exploitation, including developing a shared sense of risk and language to improve outcomes and inclusion for this group.



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2. Specialist accommodation to meet the needs of young people experiencing and at risk of violence and exploitation.
3. A pan-London multi-agency escalation panel where cases can be discussed and wraparound support put in place.
4. A multi-agency training hub, providing training for the sector on the Code of Guidance and how to support this client group.
5. A community of practice across the sector to improve outcomes for this group.

### **JOB OBJECTIVES**

1. To implement the Blueprint to improve outcomes for children and young people fleeing violence in relation to accommodation, helping us meet our outcomes as part of the delivery of MOPAC's Alliance for Pan London violence and Exploitation Service.
2. To ensure that young people's voices and experiences remain at the core of what we are trying to achieve throughout work on the Blueprint.
3. To support our engagement and work with services, statutory and voluntary sector partners across London, relevant to our work with young people impacted by violence, exploitation and the criminal justice system.
4. To improve housing options for young people, identifying new emergency bed spaces and long-term pathways suitable for young people aged 16-24.
5. Through collaboration with partners, to support our wider policy, influencing and systems change work.

### **MAIN TASKS AND RESPONSIBILITIES**

#### **Partnership Development**

1. Lead on improving the current offer for children and young people impacted by violence and exploitation, work to identify new accommodation options and housing pathways for young people impacted by violence, exploitation and the criminal justice system.
2. Be a leading voice across London in updating partners on our progress and any challenges we are facing in implementing the Blueprint.
3. Promote and represent our work externally in various settings across a complex network, including senior stakeholders from local authorities,

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statutory agencies, pan-London organisations, homelessness forums, and the voluntary sector.

4. Working with the Youth Justice and Policy, Learning and Communications teams to prepare for any events and to effectively market and profile the service.
5. Working with the Head of Services to research and pilot new systems that will benefit the Youth Justice service and assist in best practice sharing throughout the whole organisation.
6. Directly and indirectly work with the young people we support to help to amplify their voices, and make sure they feel safe and are being represented fairly and ethically in all our partnership engagement activities.

## Information Management

To produce and maintain accurate and useful information in a range of formats in order to promote effective service delivery and evaluation. This will include:

1. Inputting and extracting information from the client database and other accounting systems. Utilising computer software for the production of correspondence and reports. Ensuring relevant project monitoring and evaluation is completed.
2. Producing written reports in a variety of formats to meet the requirements of senior managers, funders, service providers and partners.
3. Being self-servicing in day-to-day administration and fully compliant with NHYC GDPR policies.
4. Keeping abreast of current research in this area sharing key messages and learning internally.

## Reviewing Personal Performance and Development Needs

To be proactive in reviewing and evaluating own performance and identifying and acting upon areas for improvement. This will include:

1. Reviewing and evaluating own performance to identify strengths and areas for development. Identifying own learning and development needs and opportunities.
2. Undertaking development and training opportunities and being responsible for obtaining maximum benefit through review, reflection and practice.

## Other

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1. To contribute positively and constructively to the development of the teams, service and NHYC. This will include:
2. Acting on behalf of the Head of Policy, Impact and Partnerships or Head of Youth Safety on day-to-day matters in their absence and contributing to the overall management of the team as requested.
3. Covering for other members of the team as necessary.
4. Following NHYC policies, procedures and performance expectations in all functions of the post.
5. Undertaking as required any other duties compatible with the level and nature of the post and/or reasonably required by the Head, Director of Operations and CEO.

## ***PERSON SPECIFICATION***

We are looking for an individual who can demonstrate the following competencies and want to use these to the full in their work.

E: Essential

D: Desirable

### **QUALIFICATIONS, EXPERIENCE AND TRACK RECORD**

1. Knowledge of youth homelessness and housing options for young people, specifically including the experiences of young people impacted by violence, exploitation and the criminal justice system. (E)
2. Experience working with young people from New Horizon's client group. (D)
3. Demonstrable stakeholder engagement expertise, including the development of new partnerships for the purpose of effective service delivery. (E)
4. Ability to effectively project manage, particularly in an environment in which there may be competing priorities (E).
5. Understanding the priorities and workings of local government, statutory services, and the voluntary sector, and how these can complement each other through effective partnership and best practice sharing. (E)
6. Powerful communicator who is comfortable interacting openly and inclusively with different kinds of people in varying settings, including senior

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stakeholders, policy makers, frontline delivery teams, colleagues, and young people. (E)

7. Ability to persuade and negotiate with key stakeholders in the field to achieve outcomes for children and young people (E)
8. An optimistic outlook regarding the possibilities of what can be achieved in this space and the ability to think through and overcome seemingly intractable challenges (D)
9. Very strong writing presentation and facilitation skills, with an ability to adapt to different audiences, deliver training and generate conversations between partners. (E)
10. Experience of using IT systems (including direct experience with different databases) to support the achievement of service objectives and learning. (E)
11. Knowledge of working to performance indicators, including monitoring and reporting on service outputs/outcomes, client tracking, analysing performance information, and identifying corrective action. (E)
12. An understanding of and a commitment to Diversity & Equality as it applies to a supportive service and in the workplace (E)
13. Experience and knowledge around safeguarding policy and procedures for children and vulnerable adults, including knowledge relevant to violence and exploitation. (D)

## **Additional requirements**

14. Willingness and ability to work occasional evenings and weekends and over the Christmas period. (E)
15. Willingness to work flexibly in response to changing organisational needs. (E)
16. Willingness to travel across London for the purposes of the role. (E)

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### ***ADDITIONAL INFORMATION***

#### **Contract:**

The contract is ongoing subject to successful completion of a probationary period.

#### **Location:**

The post is based at: New Horizon Youth Centre, 68 Chalton Street, London, NW1 1JR. Regular travel across London will be required.

#### **Hours of work:**

The role is full-time (35 hours per week), Monday-Friday. Some work over the Christmas period will be required.

#### **Pay:**

The starting salary for the role is £37,024.00 (pro rata). The salary scale is: AP37 (£37,024) to AP41 (£41,600). New Horizon Youth Centre contributes up to 6% to a group personal pension scheme.

#### **Other benefits:**

- 30 days annual leave per year (pro rata), plus bank holidays and some additional time off over Christmas
- Employer contribution of 6% to a group personal pension scheme
- Enhanced Employee Assistance Programme, including 24-hour helpline, access to counselling, contributions towards medical expenses, discounted gym memberships, high street vouchers and more
- Clinical Supervision and Reflective Practice
- Staff Loan Policy, including Cycle to Work scheme
- Generous Training budget and a Diversity Leadership Programme
- Regular Staff Away Days and teambuilding activities

## ***TIMESCALES AND HOW TO APPLY***

The timescales for recruitment are as follows:

Closing date and time for applications	<b>9am, Monday 24<sup>th</sup> June 2024</b>
Shortlisted candidates will be informed	<b>Wednesday 24<sup>th</sup> June 2024</b>
Interviews	<b>Tuesday 2<sup>nd</sup> July 2024</b>

If you wish to apply for this position, please supply the following in a **word document format**.

1. **A detailed CV** setting out your career history, education or qualifications, and other key responsibilities or achievements.
2. **A supporting statement** (up to 2 sides of A4) highlighting your suitability for the role and how you meet the criteria listed on the **Person Specification**. Please address the points in Person Specification only. Please note that the supporting statement is an important part of your application and will be assessed as part of your full application.
3. **Completed Additional Details Form** – [Please find here](#) or on the job advert on our website. Your data will be stored separately from your application and will at no time be connected to you or your application by the shortlisting panel.

All documents should be emailed to [recruitment@nhyouthcentre.org.uk](mailto:recruitment@nhyouthcentre.org.uk), making sure to put the job reference: **PM001**

If you would like to apply for more than one role, please make your preferred area(s) of work clear in your supporting statement.

Please ensure all application documents are provided in a **word document format**. This is to allow for the recruitment team to anonymise documents before sending to the shortlisting panel.

We do not consider incomplete applications.

You will be notified if you have not been shortlisted. However, we are unfortunately unable to provide each individual application with feedback.

If you have any questions or would like to arrange a call to discuss the role, please feel free to email us at the email address listed above or call 0207 388 5560.

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home since 1967***

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@nhyouthcentre***

***Charity number: 276943  
Company number: 01393561***

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