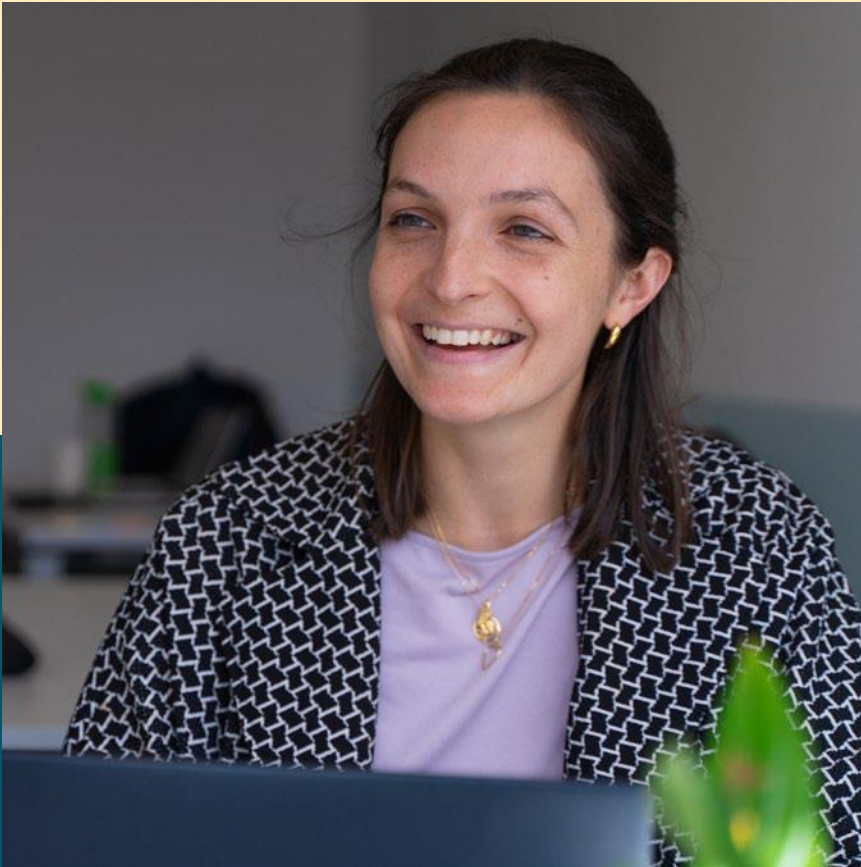


# Breaking Barriers

Meaningful employment  
for refugees



**Head of Corporate Partnerships**  
London



# 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 around 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

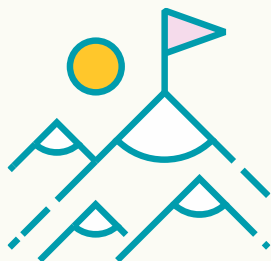
We welcome refugees into meaningful employment with advice, experience and education. We believe in the power of responsible business to change society for the better through our innovative partnerships.

## 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:** Head of Corporate Partnerships

**Manager:** Director of Income & Engagement

**Direct reports:** 4

**Location:** Hybrid work with 40% from Breaking Barriers' office in London (71-91 Aldwych, WC2B 4HN)

**Salary:** £50,000 - £54,000

**Hours:** 5 days per week (37.5 hours) but open to part-time (26 hours minimum), and flexible working arrangements.

**Contract:** FTC for 1 year (maternity cover)

## Overall purpose

The Head of Corporate Partnerships is a key leadership role within the Income and Engagement Directorate. Breaking Barriers' relationship with corporate partners is the USP upon which our growth and success as an organisation has been built. The Head of Corporate Partnerships has accountability for generating income, impact and influence from the private sector, and for leading a high-performing team to achieve ambitious growth and scale for refugees around the UK.

As Breaking Barriers has grown from a start-up organisation to a now 60-strong team raising c. £4m and supporting more than 1,200 refugees annually, our corporate partnerships have expanded beyond our original London base to be nationwide partnerships with a wide range of businesses and employers. Our corporate partners have been crucial in enabling our growth and will be crucial to delivering upon the ambition of our 2030 goals. The Head of Corporate Partnerships is an essential role that will make this ambition a reality.

You will lead a team to deliver outstanding partnerships management of a range of strategic and multi-faceted relationships with a portfolio of c.50 businesses alongside leading strategy for business development. Leading by example you will own a number of our key relationships to drive growth, whilst bringing your experience to bear to coach your team and ensure structures and processes are in place to enable high performance.

You will be:

- a creative and strategic thinker who doesn't feel bound by traditional approaches to charity / corporate relationships,
- a keen collaborator, working closely with colleagues in our Services directorate to deliver high impact employability programmes for our refugee clients, and with the Head of Philanthropy and Head of Public Engagement to identify and drive cross-fundraising opportunities,
- an outstanding communicator, comfortable and confident in your ability to engage a wide range of stakeholders across the worlds of CSR, DEI and employability, and across the private, public, and third sectors representing Breaking Barriers at a senior level.

The Head of Corporate Partnerships will be part of Breaking Barriers' Joint Leadership Team and will have overall strategic and budget responsibility for

Corporate Partnerships. They will be a visible leader within the Income and Engagement Directorate and across the organisation, and will contribute to a culture of creativity, growth, innovation and entrepreneurialism that will drive us to achieve our 2030 goals.

This is a hugely exciting opportunity to join an entrepreneurial organisation with an enviable track record of growth, and a leadership team and Board prepared to back investment in fundraising. The Head of Corporate Partnerships will be someone driven and excited by the opportunity to develop further a function operating to the highest standards and generating impactful and innovative partnerships with a diverse group of businesses. They will be motivated to ensure that all people of refugee background in the UK have a fair chance to gain meaningful employment and will be ambitious to play a central role in helping Breaking Barriers to achieve its 2030 goals.

## Key responsibilities

### Private Sector Income Generation

- Lead the Corporate Partnerships team to deliver ambitious income targets from our portfolio of diverse corporate partnerships, including personally leading on key relationships.
- Lead the Corporate Partnerships team to generate new impactful partnerships through developing compelling new business propositions and effective management of a prospect development pipeline.
- Grow and maximise the impact and reach of the Business Behind Refugees movement, Breaking Barriers' flagship public facing network of businesses through which we share best practice and encourage more businesses to hire refugees.
- Provide outstanding relationship management and stewardship, ensuring a brilliant supporter experience for all corporate partners.
- Work across all Income and Engagement functions to maximise opportunities beyond just the Corporate Partnerships function.
- Act as a senior representative of Breaking Barriers externally, promoting our work and generating opportunities.
- Utilise Salesforce to ensure that all activity across the function is accurately recorded to aid reporting and analysis.
- Work closely with the Director of Income and Engagement, and the Finance team to ensure accurate forecasting and monitoring of activity and income across the function.
- Integrate the lived experience of our clients into fundraising activity.
- Ensure legal and regulatory compliance across all areas of Corporate Partnerships, including the Fundraising Code of Practice and GDPR legislation. Model best practice and coach the wider fundraising team as required.

### Team Strategy & Leadership

- Lead the development of a Corporate Partnerships strategy to deliver income growth aligned with Breaking Barriers' 2030 goals.
- Work closely with colleagues across the Services Directorate to deliver impactful partnerships for our refugee clients through our Jobs & Training



function, including supporting the delivery of existing employability programmes and developing new opportunities.

- Develop and accelerate performance across the Corporate Partnerships team to achieve strategic objectives, including:
  - Genuinely national partnerships, representing all Breaking Barriers' locations and, in time, UK-wide opportunities,
  - A renewed focus on a wide range of income-generating activities with our diverse corporate partners, and a team with the skillset and confidence to achieve this,
  - Maximised opportunities for PR and influencing alongside our high-profile corporate partners.
- Manage the Corporate Partnerships budget, ensuring a strong return on investment and control of expenditure in line with budget plans.
- Lead the Corporate Partnerships team to deliver high performance and achieve ambitious income targets: setting and implementing objectives and KPIs, addressing training and development needs, demonstrating outstanding behaviours, and motivating the team.
- Develop annual operational plans based on thorough analysis of performance and opportunities to aid planning.
- Line management of at least three Senior Partnerships Managers, and one Fundraising & Partnerships Officer.
- Support the Fundraising & Partnerships Officer to deliver impact across the Income & Engagement Directorate.
- Represent the Corporate Partnerships function as a senior internal representative, building awareness and understanding of the role across the organisation.
- Model and drive a positive, ambitious, entrepreneurial culture within the Income and Engagement Directorate.
- Be an active member of the wider Breaking Barriers' Joint Leadership Team, championing our values and supporting the organisation to achieve our 2030 goals.
- Provide accurate and timely reporting for the Director of Income and Engagement, Directors, CEO and Board of Trustees as requested, attending meetings as required.

## Other Responsibilities

- Undertake any other such duties or tasks as may reasonably be required within the scope of this role,
- Lead by example, exhibiting always our values of being Welcoming, Collaborative, Mission-Led, and Entrepreneurial.

## Person specification

Skill / experience	Essential	Desirable	Point of assessment		Task / Assessment
			Statement of Interest	Interview	
<b>Technical</b>					
Experience of developing and delivering high value fundraising strategies, resulting in consistent income performance and growth when working to ambitious targets.	✓		✓		✓
Strong track record in securing, developing and delivering high impact corporate partnership at a 6- and 7-figure income level.	✓		✓	✓	
Exceptional relationship building skills, with demonstrable success at negotiating and influencing a range of key stakeholders.	✓		✓	✓	
Experience of both account management and securing new business.	✓		✓	✓	
Outstanding project management skills, including the ability to coordinate complex and multiple projects across difference streams of activity and working at pace.	✓		✓	✓	✓
Strong strategic planning and financial management skills, including budget management, forecasting, risk analysis, strategy development and performance management/KPIs.	✓		✓	✓	
Experience of delivering accurate and timely reporting, and presenting to senior leaders, including Trustees.	✓		✓	✓	
Able to communicate complex ideas in a clear and compelling way to different audiences.	✓		✓	✓	✓
Ability to inspire and motivate teams, demonstrate strong vision and strategic leadership.	✓		✓	✓	✓
Experience working effectively cross-organisationally and with senior colleagues.	✓		✓	✓	

Outstanding networking, relationship and diplomacy skills.	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Ability to work well under pressure and to strict deadlines.	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
Ability and willingness to balance a strategic role with frontline fundraising activity.	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	
Demonstrable knowledge of GDPR regulation and the Charity Fundraising Code of Practice.	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		
Demonstrable knowledge and interest in the refugee, employment, or migration sectors.	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Knowledge of the wider Refugee sector and trends within high-value fundraising in this space, including from other high-value income streams.		<input checked="" type="checkbox"/>			
Good knowledge of trends and priorities in the corporate CSR, DEI and employability/recruitment spaces.		<input checked="" type="checkbox"/>			
Event management experience.		<input checked="" type="checkbox"/>			
Prior experience with Salesforce and Mailchimp.		<input checked="" type="checkbox"/>			

## 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 obtaining references and verifying a candidate's identity and right to work in the UK.
- We are an equal opportunities employer and welcome applications from all suitably qualified persons regardless of age, disability, gender reassignment, sex, sexual orientation, marriage and civil partnership status, pregnancy and maternity status, race, religion or belief.
- Some travel between our different areas of operation (London, Birmingham, Liverpool, Glasgow and Manchester) will be required.

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.

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



# 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 statement of interest (up to approximately 500 words/1 A4 page) outlining:

- Why you are interested in the role
- What skills you would bring to be successful in this role
- Any experience you would like to highlight
- Any reasonable adjustments you require for the interview process
- Disclosure of disabilities if you wish to do so (as a member of the Disability Confident Scheme, we guarantee an interview to all disabled applicants who meet the minimum criteria for the role)

Interviews will be held online 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 Breaking Barriers (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 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 usually 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...'

## 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](mailto: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](mailto:d.meier@breaking-barriers.co.uk).