

## Switchback Delivery Manager

### Switchback

## JOIN OUR TEAM!

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

**Deadline: Tuesday 7<sup>th</sup> April 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 Delivery Manager

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

**Tuesday 7<sup>th</sup> April 2026 at 9am**

#### Interviews

**14th April 2026**

We are holding an optional **online Q&A from 6.30-7.30pm on Monday 30th March**. 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

The Delivery Manager leads a team of Switchback Mentors who work within prisons and the community, ensuring they have the support, systems, and processes in place to deliver the Switchback programme effectively and maximise the impact for Trainees.

Caseloads are deliberately small, with Mentors working with no more than five to eight Trainees at a time, and a current annual Trainee minimum target of 12.

The post holder is responsible for line managing Switchback Mentors, providing support, development, and motivation to ensure high-quality delivery of the programme in line with the organisation's approach and values.

The Delivery Manager will ensure operational processes are well-developed and consistently implemented and work alongside the Head of Delivery and other Delivery Managers to ensure insights from Trainee engagement inform the continued development of the programme and methodology.

The role will also support the Head of Delivery in piloting and assessing new approaches and adaptations, contributing to the organisation's strategic vision and ensuring the programme continues to strengthen and grow to reach more people in the justice system



## KEY DETAILS

|                          |   |
|--------------------------|---|
| <b>Job title</b>         | Switchback Delivery Manager   |
| <b>Salary</b>            | £37,004 - £43,942 per annum, depending on experience  |
| <b>Hours</b>             | Full time (35 hours per week)   |
| <b>Contract</b>          | Permanent   |
| <b>Location</b>          | London (Spitalfields E1) / Delivery Managers work in a hybrid way, generally spending 3 days in the office and two days working from home each week. There is also an expectation that they will attend prisons to support the work of Mentors.   |
| <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

### Team Leadership and Development

- Line-manage Switchback Mentors, providing guidance, support and motivation to achieve personal and organisational objectives
- Deliver tailored one-to-one and group support, advice, and guidance to Mentors
- Facilitate yearly and mid-year performance review meetings
- Identify areas for training or skill development and coordinate appropriate learning opportunities
- Oversee induction for new Mentors and periodically review the induction process to ensure alignment with organisational policies and procedures
- Facilitate opportunities for Mentors to share insights and best practice
- Support Mentors in navigating challenges within prison and community settings, providing guidance on complex cases
- Identify and support Mentors with potential safeguarding concerns, ensuring incidents are handled in line with Switchback's Safeguarding policy
- Lead by example to embed Switchback values and create a culture of learning, accountability, and excellence

### Programme Delivery and Quality

- Manage and support Mentors to deliver the Switchback model effectively and accurately
- Lead team-wide processes to ensure consistent quality of practice across Mentors, including monitoring outcomes and using the database effectively
- Use data and performance metrics to assess Mentor and Trainee outcomes, identify trends, and inform improvements
- Lead continuous improvement initiatives for Mentor engagement, training, and programme delivery to meet evolving needs

### Referral and Partnership Management

- Drive the development of partnerships to establish a robust pipeline of Trainee referrals
- Oversee the referral process and maintain systems to ensure a steady and organised flow of Trainees
- Allocate referrals to Mentors based on skills, caseload, and case complexity to ensure successful outcomes
- Identify and establish new referral partnerships, onboarding organisations effectively and ensuring active engagement
- Maintain ongoing engagement with referral organisations, sharing progress and addressing challenges
- Conduct regular reviews with referral partners to identify opportunities for improvement and share best practices

## Strategic Contribution

- Collaborate with senior leadership to align Mentor activities with Switchback's strategic objectives
- Analyse Mentor performance and Trainee outcomes to identify trends, inform decision-making, and support evidence-based improvements
- Represent the Delivery team in organisational discussions, contributing insights to programme and organisational development
- Contribute to the advancement of the organisation's strategic vision through initiatives such as exploring emerging models, collaborating with key partners, and cultivating new relationships



## PERSON SPECIFICATION

Are you full of potential but not sure you fit all the criteria? Apply anyway and we could help you get there! As a small, dynamic charity we're used to training and supporting brilliant people to learn and grow in their role. If you think you could fly in this position, get in touch.

### Experience and Knowledge

- Minimum of two years' experience managing a frontline team, including performance management and staff development
- Experience in managing casework systems and processes, supporting staff to operate within monitoring and evaluation frameworks
- Experience in using data to monitor performance and achieve organisational goals
- Experience of working directly with vulnerable people, particularly those with complex needs, with a strong understanding of challenges faced during reintegration
- Experience of safeguarding and risk management
- Experience of developing and managing partnerships

### Skills

- Strong organisational skills with the ability to manage a varied workload effectively
- Excellent leadership and people management skills
- Exceptional communication skills, with the ability to engage with individuals at all levels
- Willingness to occasionally work within a prison environment and support Mentors working regularly within this setting

### Personal Attributes

- Alignment with and commitment to Switchback's values
- Commitment to prioritising the best interests of Trainees
- Enjoyment of working with people from diverse backgrounds
- Self-motivated, proactive, and organised
- Resilient with the ability to reflect and respond positively to setbacks
- Resourceful, able to assess situations quickly, adapt to challenges, and identify effective solutions



## 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

## A NOTE ON CRIMINAL RECORDS

Switchback welcomes applications from individuals both with and without criminal convictions. Please note that the Switchback Delivery Manager role requires independent access to prisons, including the ability to draw keys. As such, the role is subject to security clearance by HMPPS, a process which is managed externally and is outside of Switchback's control.

Switchback will support any applicant with a criminal conviction through the HMPPS vetting process. Following a successful interview, any offer of employment will be made subject to satisfactory HMPPS security clearance.

**Candidates should be aware that the HMPPS vetting process can be lengthy and timelines are determined solely by HMPPS. Where clearance is not granted, this will be reviewed on a case-by-case basis before any decision regarding employment is finalised.**

Helpful information on this subject is provided by the charity Unlock – [you can read it here](#) – and you might like to consider this before making an application.

## 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.