



JOB DESCRIPTION

# Programme Manager



## ABOUT US

Settle is a charity that supports young adults as they leave the care system and move into their first home. Working in partnership with local authorities and accommodation providers across London, we provide intensive one-to-one support, helping young people to develop the practical life skills they need to sustain their tenancies, manage their finances and take care of their emotional wellbeing. Our preventative approach to homelessness helps care-experienced young people to lay stable and successful foundations and thrive.

Since our foundation in 2015, we've supported over 800 young people across London. 99% of the young people who completed the Settle programme were still in their accommodation one year later – an amazing result given the challenges faced by care-experienced young people. We're proud to have won the Care Leavers category award at the 2023 Children and Young People Now Awards.

This is an extremely exciting time for Settle. This year, we've worked with more young people than ever before, launched our A Home of Our Own campaign led by young people and expanded our team. Today, we're in our tenth year as a charity, delivering sector-leading impact for young people at risk of homelessness, and with an ambitious strategy to double our reach by 2028. To do this, we'll need to grow our partnerships and build on our strong existing foundations.

You'll be joining a friendly and fast-growing team, currently of 22 brilliant staff, with opportunities for progression and development. We know that we need to attract and retain the best people to achieve our goals. We were voted one of Escape the City's Top 100 companies to 'escape' to in 2021. In our most recent staff survey, 100% of respondents said they would recommend Settle as a good place to work. Our commitment to staff wellbeing is absolute and is reflected in the range of benefits offered. These include 4 wellbeing days per year for staff to spend as they wish, an annual team away day and quarterly staff socials.

We are actively trying to increase the diversity of our workforce and we encourage applications from people from minoritised ethnic backgrounds. We are dedicated to being a workplace where everyone feels a sense of belonging and where diversity is celebrated. In our last staff survey, 95% said they feel a sense of belonging at Settle. [Please see our website](#) for more information on our approach to Equity, Diversity and Inclusion.

We are proud to be a Disability Confident employer and a member of the Care Leaver Covenant. Care-experienced applicants who meet the essential criteria for the role will be guaranteed an interview. Please see "Experience needed for this role" for further details.

We look forward to receiving your application!

## OUR APPROACH

### GROW THE GOOD

We focus on building young people's strengths rather than dwelling on their weaknesses. Asset-based approaches underlie all our services.

### YOUNG PEOPLE FIRST

We ensure the needs of the young people we support are prioritised above all else, and we work to overcome barriers in the system.

### INTENTION ISN'T ENOUGH

We go the extra mile to ensure we deliver the impact our programmes seek. We are dedicated to improving outcomes for young people.

## Job Description

### ABOUT THE ROLE

We're on the hunt for a Programme Manager to join us at this exciting stage of Settle's development. Over the next few years, we hope to grow the number of young people we are working with and develop new services to support young people with a range of support needs.



The Programme Manager will report to our COO. You'll be managing a team of Settle Coaches working on the frontline, delivering one-to-one sessions with care-experienced young people across London. You'll use your skills to ensure that the Settle Programme is the best it can be, coach our frontline teams and ensure high quality delivery is maintained for the young people we work with.

You will work with our COO and wider Programme Management team to deliver and develop our safeguarding practice and ensure that the frontline perspective and young people's experiences are embedded across the organisation. You'll manage existing referral partnerships and help develop new partnerships as and when needed, as well as share best practice with the partners you manage. You will also have the opportunity to be involved in strategic projects across the organisation.

## KEY INFO

**Reports to:** COO

**Start Date:** May 2026

**Salary:** £35,306 – £38,212. We review our pay scales every April in line with inflation and cost of living increases.

**Hours:** 35 hours

**Contract:** Permanent

**Location:** Hybrid working between our office in London Bridge and working from home

## RESPONSIBILITIES

### **Delivery high quality work**

- Support your team to deliver high quality support to the young people we work with through supervision, coaching and other means, with a focus on performance and professional development.
- Be the first to respond to challenges your team are facing with the systems we operate in.
- Respond to safeguarding concerns in a compassionate and timely manner, highlighting concerns to the Deputy or Designated Safeguarding Lead in a timely manner.
- Attend monthly clinical supervision to provide support and to help you develop your safeguarding practice.
- Champion Settle's safeguarding practice within your team and across the organisation, to ensure that everyone has developed a robust understanding of the way we work.

### **Manage your team to bring out the very best in them**

- Form part of the Programme Management team to develop the delivery team's strategic vision and provide leadership to the delivery team.
- Provide effective leadership and line management to a team of up to 4 Settle Coaches with potential to line manage others as the team grows.
- Showcase inspiring behaviours that develop, coach and motivate team members to achieve and exceed objectives and targets.
- Foster a culture of learning, collaboration and excellence within your team.

### **Support the programme management team to ensure our services run efficiently**

- Work closely with the Senior Programme Manager to support your team to deliver high quality support to the young people we work with by implementing our quality assurance framework.
- When required lead on running an effective recruitment process and raise team-based concerns in a timely manner to ensure that service delivery is not impacted.
- Support with the group supervision schedule by delivering group supervision to your team, researching ways to ensure this space is productive and effective for the Settle Coaches.

- When needed, review the content and offer of our programmes, suggesting and implementing necessary changes.

#### **Working with delivery partners and the Business Development team**

- Be the delivery contact for a selection of our Local Authority, housing association and charity sector partners.
- Have an excellent understanding of the processes across the partners you oversee, in particular, their safeguarding protocols.
- Raise any delivery or safeguarding concerns in an effective way with the delivery partners you oversee.
- Keep the Business Development team up to date with any delivery issues that might impact the delivery of the contract in the partners that you oversee.
- At times, you may need to attend partner events to support building our presence in these areas.

#### **Collecting crucial impact data, evidencing impact and promoting best practice**

- Take responsibility for ensuring your team collect crucial data in a timely manner.
- Work with the Programme Management team to make sure we are collecting the right data to evidence our impact, raising when we can make improvements.
- Provide timely analytical reports to the Programme Management team when requested or to Settle Coaches to support with practice development.
- Be curious about patterns that you see across our delivery and use data and insights to help us understand these further.
- All Programme Managers across the team hold responsibility for exploring how they can influence good practice within the partners that they oversee.

#### **There will be a number of projects that will be shared across the Programme Management team depending on areas of interest and capacity. Examples of those projects are:**

- Mental health project: we fund one-to-one private therapy for the young people we support.
- Financial grants: we provide small financial grants to young people when they need additional support.
- Lead on the learning and development offer for our frontline staff, working closely with the Senior Operations Manager, COO and wider Programme Management team to ensure the team have adequate training to deliver high quality support.
- Best practice and learning: work with the Head of Business Development and COO to ensure that Settle is at the forefront of best practice and have best practice approaches from the sector embedded into our frontline as well as learning from the data we collect about our delivery.
- Systems and data: oversee our systems for delivery management, quality assurance and data, ensuring that they are used effectively and efficiently, and are fit for purpose as we grow.

## WHAT WE'RE LOOKING FOR

We are looking for a driven, experienced individual, with the relevant skills to provide high quality support to a small team of frontline workers to ensure we give the very best we can to the young people we work with. We are interested in someone who has a good grounding in a related frontline service and has experience of managing others.

You'll feel comfortable leading a team of four, with scope for this to grow. You will have experience of supporting others to respond to safeguarding concerns and will thrive in an environment where there is a reflective safeguarding practice. You will be able to balance the reactive with the long-term, ensuring that the team focus on both immediate and longer-term risks that might be present for the young people we support. We are looking for someone who wants to grow and develop their leadership skills.

Overall, we are looking for a compassionate leader who has high quality support at the heart of what they do, who can provide high quality coaching to a range of roles across the organisation and is an excellent decision maker at times of pressure.

What we're looking for:

- \* You care about providing the very best support for the young people we work with
- \* You have a coaching approach within your line management style and are skilled in empowering others to achieve their goals
- \* You have a strong work ethic, are flexible to changing priorities and are able to manage conflicting deadlines
- \* You're a strategic thinker with excellent analytical and decision-making skills, and the ability to make defensible decisions in situations of time pressure and / or incomplete information
- \* You are able to hold the need to be reactive to emerging needs alongside the bigger picture
- \* You're an excellent relationship builder and able to build strong relationships with key external and internal stakeholders
- \* You're impact driven, understand the power of data and stories and know how to use them to support our work
- \* You have a reflective and open approach to work, open to feedback and keen to put learning into action
- \* You have excellent verbal, presentation and written communications skills
- \* You are dedicated to embedding equality, diversity and inclusion into all areas of your work

## EXPERIENCE NEEDED FOR THIS ROLE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"><li>* At least 2 years' experience of frontline work e.g. support work or youth work</li><li>* At least 1 years' experience of managing people</li><li>* Knowledge and understanding of safeguarding including experience of managing safeguarding concerns and supporting others to do this too</li><li>* Good knowledge of issues facing care-experienced people</li><li>* Experience of successfully managing relationships with external stakeholders</li><li>* Experience of leading projects or areas of work from start to finish</li><li>* Experience of using a CRM or similar database system for reporting purposes</li></ul>	<ul style="list-style-type: none"><li>* Experience of working with Local Authorities</li><li>* Trained coach or good understanding of how to apply coaching practices to line management</li></ul>

Please note that care-experienced applicants who meet the essential criteria will be guaranteed an interview.

Definition of lived experience of the care system: This means you have been “looked after” by your local authority at any point, for any length of time before turning 18. This includes living with foster carers, in a residential children's home, being looked after at home with a supervision order, living with relatives or friends in kinship care, being adopted and previously looked after. This also covers asylum seekers who arrived in the UK without an adult with parental responsibility, also known as Unaccompanied Asylum Seeking Children.



## WHAT WE REQUIRE

Settle follows all Safer Recruitment principles. As a precondition of employment, we'll need you to:

- Complete an enhanced Disclosure and Barring Service (DBS) check.
- Provide five years of satisfactory references. At least one of which should be from your most recent employer and one who can comment on your suitability to work with children and young people.

## BENEFITS

- Flexible working arrangements
- 40 days paid leave per year: 25 days annual leave, 8 bank holidays, 3 days between Christmas and New Year and 4 wellbeing days
- Strong commitment to professional development with a dedicated training budget
- Annual performance and pay progression reviews
- Up to 5% pension contribution
- Cycle to work scheme
- Employee Assistance Programme offering access to free therapy
- Work phone and laptop
- A supportive and inclusive culture with regular team social events
- Scope to take real ownership in a fast-growing charity

## HOW TO APPLY

Please answer the following questions in the form on [our Careers webpage](#). Please also upload a CV and complete the equality and diversity monitoring questions.

We recommend reviewing the 'what we're looking for' section and the essential and desirable criteria to ensure you are evidencing as much of those areas as possible. Where possible we also recommend using the STAR approach for answering the questions.

We understand that many people now tend to use AI tools for completing job applications. While we are not against using AI as a tool to support you in structuring or editing your answers, we do want to read your own words and we need to be able to understand your thinking and approach to the role. For this reason, we will scan every application using an online AI checker and any applications found to have above 20% AI content will not be considered for shortlisting.

Application questions (minimum word count 2000 characters, maximum 3000 characters)

1. What excites you about Settle and about this role?
2. Based on the skills outlined in the 'what we're looking for' section and the essential and desirable experience listed above, please tell us why you think you'd be great for this post.
3. Please share an example of where you have supported someone else's professional development. Outline the steps you took and the impact that those had on the individual.
4. How did you hear about the vacancy?

Settle is happy to receive video or voice recording submissions answering the questions above. If this is your preference please send along with a CV and the equality and diversity monitoring form ([download here](#)) to [jobs@wearesettle.org](mailto:jobs@wearesettle.org). Please be aware that neither format is preferred and all applications will be considered equally.

We are committed to improving the diversity of our team and we want to ensure that our recruitment process is inclusive and accessible to everyone. Completing the equality and diversity monitoring form alongside your application helps us to achieve this, so please do fill this in, if you are able to. Once the applications have been received, your equality and diversity information will be separated from your application and will remain anonymous throughout the selection process.

The closing date for the role is Sunday 8<sup>th</sup> March at 11:30pm.