



JOB DESCRIPTION

Senior Community & Participation Officer

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 build 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 equally passionate about equity, diversity and inclusion in the workplace. In the most recent staff survey, 95% said Settle is a welcoming and inclusive organisation. We are proud to be a Disability Confident employer and a member of the Care Leaver Covenant.

We look forward to receiving your application!

OUR APPROACH:

GROW THE GOOD	YOUNG PEOPLE FIRST	INTENTION ISN'T ENOUGH
We focus on building young people's strengths rather than dwelling on their weaknesses. Asset-based approaches underlie all our services.	We ensure the needs of the young people we support with are prioritised above all else, and we work to overcome barriers in the system.	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 looking for someone to join Settle in a new and exciting role, working to grow and develop our community of young people and oversee the coordination of our participation work, sometimes referred to as youth involvement or lived-experience involvement.

We believe that lived experience would be particularly valuable to this role so applicants with experience of the care system are strongly encouraged to apply. Care-experienced applicants who meet the essential criteria will be guaranteed an interview (see the experience needed for this role for a clear definition of what we mean by 'care-experienced').



The Settle Community is our offer dedicated to continuing support for anyone who has graduated from our coaching programme. This includes:

- Events designed to improve social connection and wellbeing, enhance employability skills, and develop a wider community
- Drop-in support sessions with our coaches
- Our advocacy forum for young people who are shaping and delivering our campaign for wider change, A Home of Our Own

The successful candidate will be joining the team at an exciting time when developing this area is a priority for the charity. This means you will be helping to shape the future of the organisation and our wider work with young people.

As Senior Community and Participation Officer you will play a key part in creating strong two-way communication with young people, increasing engagement in our community programme and helping to improve our offer through feedback. You will lead in designing, coordinating and facilitating community workshops and getting to know our community of young people. You will work closely with other teams across the organisation to support them to coordinate involvement and participation opportunities for our Settle Community as well as young people who are active on the programme.

You will report to the Community and Programme Manager. The aim of this new role is to lead on all operational elements of the Settle Community and our participation work. This role will also play a significant role in supporting the Community and Programme Manager and the COO in the



strategic direction of the Settle Community, sharing ideas and perspectives on how we can grow this area of work sustainably. For this reason, we are particularly interested in hearing from candidates with a background in community organising or a strong understanding of what this is, who can support us to apply these approaches to our work at Settle.

We are advertising this role on a hybrid basis; with travel into the office one or two days a week and the remaining time either spent working from home or travelling to meet with the Settle Community.

Settle is committed to increasing the representation of lived experience of the care system in our team. For this reason, care-experienced applicants who meet the essential criteria below are particularly encouraged to apply, and will be guaranteed an interview. Please refer to the final page of this job description to understand what we mean by the term 'care-experienced'.

KEY INFO

Reports to: Community and Programme Manager

Start Date: April 2026 (or sooner)

Salary: £32,292 to £33,799 (this is for a full-time role and therefore will be pro-rata based on hours. For example, the salary for a 4-day week would be £25,833.6 to £27,039.2) We review our pay scales every April in line with inflation and cost of living increases.

Hours: Flexible based on what the successful applicant needs, ideally looking at the equivalent to 4-5 days per week.

Contract: Permanent

Location: Hybrid working between our office in London Bridge, delivering events across London and working from home

Closing date: Wednesday 11th February at 11:30pm

RESPONSIBILITIES

Lead contact for the Settle Community

You will be the main point of contact for all things related to the Settle Community, for young people, the staff team and external stakeholders. We want the Settle Community to be a thriving space where Settle graduates build life-long connections; this role will play an instrumental role in making sure that happens. You will reach out to young people and graduates to promote opportunities and collect feedback to understand how we can make sure our offering is valuable for them. You'll be a friendly point of contact, able to sign-post young people to useful services. You'll also be reaching out to external organisations and services to see if there are ways we could collaborate as well as building knowledge and excitement for the Settle Community within the wider staff team at Settle.

Leading our community offer

Working closely with the Community and Programme Manager and the COO you will lead on continuing to grow and develop our Community offer. At the moment, this consists of events, workshops, 6 and 12 monthly check-in calls, and activity related to our advocacy forum. You will be responsible for developing this offer in line with what is sustainable for Settle to deliver and what is of interest to the community. Due to the small nature of the Community Team, you will need to draw on the time from the wider team and external stakeholders to deliver Community activity.

Supporting young people

Whilst you won't be delivering our one-to-one coaching programme to the young people on the Settle Programme, you will be supporting Settle Graduates as and when concerns arise. You will be responsible for noticing when something is wrong with a young person and sharing those concerns with the relevant manager and signposting the young person on for further support. That may be additional support through Settle or external support, depending on the concern. If a safeguarding need is highlighted for a young person, you will be responsible for ensuring the necessary steps are taken ahead of events to ensure that everyone is safe.

Collecting impact data and evidencing impact

You'll be meticulous in ensuring you collect and report high quality data at our events and in check-in calls with graduates. You'll understand that this information is crucial to demonstrating our impact to funders and partners. You'll ensure your notes and our databases are up to date with accurate information. You'll act as the lead for data and impact for the Community Team, leading on projects within this area as and when needed. You'll also actively highlight any stories and feedback that help to demonstrate our impact and share these with the wider team.

Collaborating with key stakeholders

We are a small organisation and the Community work crosses over with other areas, meaning there are plenty of opportunities to collaborate. This could be helping our communications team to create quality content for our community newsletter or social media or sharing insights with the fundraising team. You will be responsible for building relationships with other organisations and experts in community building and participation to ensure that our work is at the forefront of best practice.

Coordinating our participation work

At Settle we are proud of our growing participation work and this role will take a leading role in ensuring this runs as smoothly as possible. Lived experience participation is a shared responsibility across the team. However, there are times when you will coordinate contacting appropriate young people, as well as building a network of young people who want to be involved in a range of opportunities. Recent opportunities include:

- Participating in assessment exercises for staff recruitment
- Contributing perspectives and insights from lived experience at our Board / SLT Away Day
- Meeting potential and existing funders to share stories and feedback about working with Settle
- Media interviews

Supporting our advocacy forum

You will be responsible for the coordination of a monthly advocacy forum (held either online or in person), working with young people and staff to agree the agenda, encourage attendance, facilitate sessions and capture the outputs. You will support members of the advocacy forum to develop and take campaign actions, attending relevant events to provide additional support to the young people involved as and when needed. Recently, this included a meeting with a group of MPs and Lords to talk about our campaign. You will also work with colleagues from our communications team to support young people to generate campaign content and engage with external stakeholders to source additional support for the continued development of the forum.

Safeguarding

At Settle, safeguarding the young people we support is everyone's responsibility no matter your role. You will therefore have safeguarding training and responsibilities relevant to your role and the contact you will have with the young people we support.

WHAT WE'RE LOOKING FOR

We are looking for a compassionate and collaborative individual who has previously led or been involved in community organising or the development and management of communities of interest and shared action. You will have a good understanding of the needs of care experienced young people and will feel comfortable managing risk and safeguarding concerns to ensure that the young people you are working with receive high quality support.

You'll feel comfortable working with people from a range of backgrounds and will enjoy building relationships with colleagues and organisations outside the direct Settle team. You are a great connector, able to draw connections between the stakeholders you are building relationships with to source opportunities for the different ways they could engage with the Settle Community and the wider organisation. You will utilise creative thinking to ensure our community offer is engaging and of value to the Settle Community.

You will be comfortable leading projects independently or as part of a small team. You'll be able to help others spot opportunities to involve young people in their own areas of work and provide high quality support to enable this.

You'll be looking for a role where you can support an exciting and growing community to deliver and achieve great things. You will want a varied role where no day is the same, and to support this you will be highly organised and be able to balance competing priorities, drawing on others for support when needed.

What we're looking for:

- You are passionate about community building and have effective methods and ideas for developing a thriving community
- You are interested in power and want to explore ways that Settle could share power with the Settle Community to develop the community further
- You enjoy and are good at running events and workshops
- You have a strong understanding of the experiences the Settle Graduates may have had and can use this understanding to help you build a strong community offer as well as provide support to young people when needed
- You are confident to lead work independently and make decisions, have a strong work ethic and are flexible to changing priorities
- You're an excellent relationship builder and able to build strong relationships with young people, and 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 and support team development
- You have excellent verbal, and written communications skills
- You are dedicated to embedding equality, diversity and inclusion into all areas of your work
- You have an excellent understanding of safeguarding and are committed to keeping safeguarding at the centre of your work

EXPERIENCE NEEDED FOR THIS ROLE

ESSENTIAL	DESIRABLE
Experience in community building / community organising (at least 2 years)	Experience of working for a charity
Good knowledge of issues facing care-experienced young people	Experience supporting people to develop independent living skills
Experience of leading projects or an area of work from start to finish	Lived experience of the care system or experience of working within or being part of communities which are based on lived experience
Experience of organising, running and facilitating events	Spoken and written Arabic, Kurdish, Pashto, Amharic or Tigrinya
Experience of co-production with a lived experience group	
Experience of working with external stakeholders	
Knowledge and understanding of safeguarding including experience of managing safeguarding concerns	
Experience in communicating with people from a range of backgrounds via different methods (emails, phone, in-person)	
Competent with MS Office or similar and managing sensitive data using a CRM system	

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.

We are actively trying to increase the diversity of our team 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.

WHAT WE REQUIRE

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

- Complete a basic Disclosure and Barring Service (DBS) check.
- Provide five years of satisfactory references. At least one of which should detail your suitability to work with young people and another to be from your most recent employer.

WHAT WILL YOU GET OUT OF IT?

Generous benefits offer including:

- Flexible working arrangements around 10am-4pm core hours
- 40 days paid leave per year: 25 days annual leave (pro-rata), 8 bank holidays, 3 days between Christmas and New Year and 4 wellbeing days (pro-rata)
- Strong commitment to professional development with a dedicated training budget
- 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

Personal development programme:

- You will have a line manager dedicated to growing your strengths and supporting your professional skills development
- You can work with your manager to set your own objectives within the scope of the job description
- You will have a dedicated buddy within the team
- You will also take part in external and internal training to help grow your knowledge and skills

HOW TO APPLY

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

We recommend reviewing the 'what we're looking for' section and the essential and desirable experience to ensure you are evidencing as much of those areas as possible. We recommend using the STAR approach to answer the application questions where appropriate.

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 writing 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 (maximum 3000 characters per question):

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. If you are comfortable doing so, please draw on both personal and professional experiences.
3. Why do you think it is important to build a community for Settle's graduates and how would you go about this? Please provide examples of how you have built community in previous roles or experiences.
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 the equality and diversity monitoring form ([download here](#)) to 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 Wednesday 11th February at 11:30pm.