

Partnerships and  
Insights Manager  
March 2021

# Who We Are

## Our Vision...

A West London community working together so that every child can thrive.

## Our Mission

We help children and young people build the relationships and skills they need to get on track socially, emotionally and academically to thrive in adulthood.

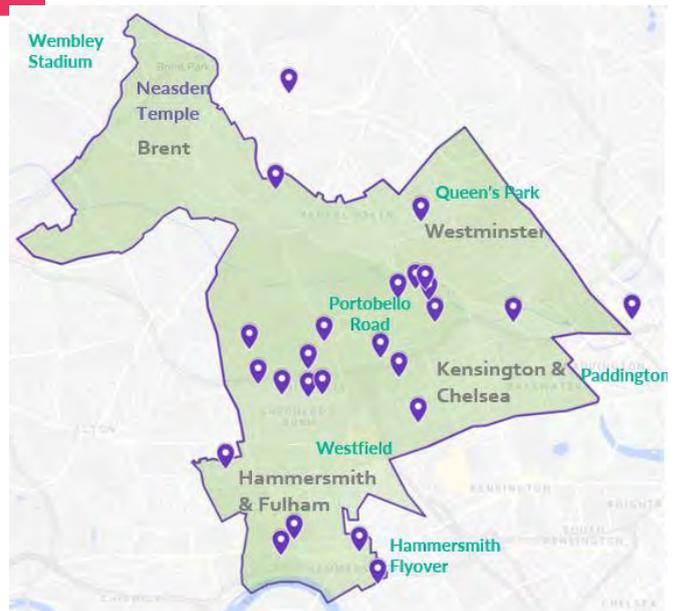
We facilitate this through personalised 2-year support plans for children.

## WHERE WE ARE

We work in 29 schools across west London.

## Our Inspiration

West London Zone was inspired by the Harlem Children's Zone in New York to do 'whatever it takes,' working with children and young people for the long term to transform their lives. We co-developed our collective impact model with our community in west London.



## Our Values

Collaborative  
Local  
Evidence-Led  
Accountable  
Relational

## Our team

Our team is an enthusiastic, friendly bunch of people who are passionate about helping children in west London. We're committed to diversity and inclusion in our team, and value different approaches, experiences and perspectives knowing that this help us do our jobs better

## Our Model

We are an early intervention charity and we ensure that each child we work with gets the right support in the right way at the right time to thrive. We do so by using our unique network of trusted adults - West London Zone Link Workers - who are based in schools and know the children and their families really well, providing regular contact and guidance for them. They design and facilitate each child's 2-year programme with specialist support from over 40 partner charities working locally, so that each child's plan supports their goals, strengths and needs. Each child's 2-year plan consists of a range of possible opportunities and activities: sports, performing arts, counselling, additional tutoring and more, all with the aim of bolstering a child's wellbeing, capability to form relationships, confidence and academic attainment.

“Before I start going to my Link Worker, I was always fighting, messing about, but ever since I started I’ve been concentrating more on my lessons, and she’s really good at getting people on the right path”

WLZ Child



"I love my job because I'm able to support young people who might otherwise go under the radar. I get to help them overcome challenges and support them to believe they can achieve more. It's so rewarding! "

Link Worker

"The communication and relationship with the Link Workers is very valuable and allows us to best prepare for the support we deliver with the young people."

Delivery Partner



# How We Are Doing

We measure each child's progress against the following outcome areas to ensure they are on track with their programme. We aim for children to improve across all areas according to their individual needs at the start. In summer 2019, our second cohort of children finished their two-year WLZ programme. The following pie charts show that around 80% of children improved in their wellbeing and 60% improved on academic measures. The continual refinements we are making to our programme are achieving better and better outcomes for children, and are helping them to improve their wellbeing.

## Percentage of children previously 'at risk' in each outcome area who improved in that area



## CASE STUDY - MILLY

The following shows what this meant for Milly. She started the programme with a range of interconnected needs, which her Link Worker Eleanor helped her tackle. Eleanor's proactivity in building a relationship with Milly really made the difference with Milly's engagement with support.

At risk of emotional wellbeing issues



Link Worker Eleanor and Partner support

Emotional wellbeing improved from 17 to 11 SDQ

Very low attendance at school: 55%



School attendance increased to 95.3%

English skills below what's expected for her age



English skills at level expected for her age

Low motivation and lack of confidence



Enjoying school, learnt to ride a bike and other new skills

Milly, age 11 after her 2-year WLZ programme





# Our Strategy

We estimate that 12,000 children and young people in our Zone are 'off track' and need help to get on track to flourish in adulthood. Many of these children and young people are hidden in average school, ward and borough level statistics in our area, which is one of the most unequal in the country. We have developed a way of finding them and engaging them in our support.

We have big ambitions for our community around the Harrow road in north Hammersmith, north Kensington, north Westminster and south Brent and we are starting to fulfil them. We are getting strong results and are growing steadily each year as we prove our model works and raise more funds.

Ours is an intensive long-term programme. We work with each child for at least two years. So far 1,000 children have completed their two-year WLZ programme and by 2023 we aim for 3,000 children to have completed theirs.

In this current academic year 2020/21 we have 1001 children active on the programme in 29 schools in the four boroughs. By 2022/23 our goal is to have 1,300 children active on the programme in 50 schools. We need to get deep in our place to achieve our aims.

We hope to transform one child's life at a time, and as we enable the children to achieve the outcomes we all aspire to, we are evaluating our wider impact on our place, to determine how many of the 12,000 children at risk in our area we need to support so that the whole community flourishes. Ultimately, our ambition is that our model is replicated in other urban areas in the future.

# Role Description

Title:	Partnerships and Insights Manager
Salary:	£32,000 - £37,000 per annum
Location:	Head Office, Freston Road W10 6TR (Home Working During C19 lockdown, depending on Government Guidelines)
Reports to:	Head of Partnerships
Contract:	Full Time
Member of:	3 Person Partnerships Team
Annual leave:	25 days per leave year plus 3 days between Christmas and New Year and 8 UK Bank Holidays.

## Purpose of the role

At West London Zone, we help children and young people build the relationships and skills they need to get on track socially, emotionally and academically to thrive in adulthood. We do this by building trusted relationships, providing specialist support and joining up each child's support system, including families, schools and local organisations, to deliver a personalised 2-year support plan for each child.

The Partnerships and Insights Manager will support a portfolio of our partner organisations to deliver excellent outcomes for children, linked to our Theory of Change. A key intermediary, they will work closely with our Link Worker Team to create personalised child support plans and collaborate with our Impact Team to review each child's progress against these plans. They will build and maintain positive, constructive relationships with our delivery partners, translating learning from performance insights so that support plans adapt and support children to flourish. This role has wide connectivity across WLZ and calls for someone collaborative, relational and analytical.

***" West London Zone has worked at a level it is impossible for teachers to work at"***

**Oli Knight, Executive Head, Phoenix Academy in  
the Guardian, August 2018**

# Responsibilities

## Partnership Management

- Lead and manage a portfolio of circa 10 existing delivery partners and, working with the Link Worker team, ensure that programmes are delivered to a high standard in schools
- Use WLZ data on capacity and demand to research, assess and on board new evidence-based partners able to build our delivery capacity in line with need
- Collaborate with colleagues across the Partnerships Team on overall partner management strategy

## Insights and Performance

- Work with the Impact Team to draw insights from summary statistics and impact reports on delivery partner performance against agreed targets and intended outcomes
- Use these insights to assess delivery partner performance and to make recommendations for improvement where necessary
- Provide training and support for partners who are still developing their impact measurement

## Contract Management

- Oversee termly contracting process for delivery partners, working closely with colleagues in the Partnership team to ensure the team keeps to project timelines
- Act as the Partnerships team lead on the contracting process using WLZ CRM system (Salesforce)
- Work with the Impact Team colleagues on process and system improvements needed on Salesforce for contracting and other contract management activities

## Contracts compliance - quality assurance

- Manage the implementation of the new Partner quality assurance framework
- Work with the Impact Team to develop quality assurance visibility on Salesforce
- Oversee partner quality assurance, ensuring delivery partners are delivering to their contractual responsibilities and the WLZ performance indicators, and reporting to stakeholders
- Use available data on attendance, cancellations, capacity and Link Worker feedback on delivery, to ensure partners are delivering to their contractual obligations

## People management

- Line manage one team member (officer level)

## Other

- Deliver staff briefing, training to Link Workers and training/learning opportunities for delivery partners and schools
- Support delivery partners to achieve successful remote programme delivery

# Person Specification

## Essential

- Fluent written and spoken English, with excellent presentation skills
- Experience of analysing information to manage performance
- Experience working with CRM systems (such as Salesforce)
- Experience in a partnership or relationship management role
- IT competence for producing data reports in a variety of formats
- Experience of planning and managing projects or programmes
- Excellent interpersonal skills and proven ability to build and maintain relationships with a wide and diverse variety of stakeholders across settings and sectors
- Share passion and drive of the WLZ team to bring about a new system of support for children and young people in West London
- Self-starting, solutions-focused and willing to 'roll-up sleeves' in a small team
- Flexible and adaptable to our changing landscape and evolving organization
- Able to prioritise time and use initiative to manage workload under pressure
- Ready to work in a high performance, data-driven culture

## Desirable

- Degree level education
- A connection with West London and knowledge of the local services and opportunities available
- Knowledge of safeguarding children
- Knowledge of diversity, equality and inclusion

## Equality and Diversity

West London Zone is proud to be an Equal Opportunity Employer. We celebrate, we support, and we thrive on equality and diversity for the benefit of our employees, our partners, and the communities that we work with.

## Our Values

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# How To Apply

WLZ is being assisted in this appointment process by the executive search firm Society. To apply please visit their website. .

Applications should consist of an up-to-date CV and supporting statement of no more than two pages.

Your supporting statement should provide us with information regarding your fit for the job as summarised in the person specification.

Should you be invited to interview with the WLZ team, we will ask questions to determine your fit with the WLZ competencies, values and job responsibilities.

## Recruitment Timetable

Deadline for applications: 12noon on Friday 16th April 2021

Interviews with West London Zone: 4th May (AM) & 6th May (PM) 2021

Interviews will be via video call.

These details may be subject to change and applicants will be advised in advance.





WEST  
LONDON  
ZONE



“ We need more brave ventures  
like West London Zone to  
prevent there being many more  
[young people left behind]. ”

Jenni Russell in The Times, April 2018