Insights & Partnerships Officer

Restricted Eligibility Support Service

Hours:	40 hours per week
Contract:	December 2026 – March 2029
Salary:	SO1 Pt 23, £31,056
Pension:	10% employer contribution
Reporting to:	New Communities Manager
Location:	Booth Centre & off-site

Role Overview:

The Insights & Partnerships Officer will drive the coordination and development of the Restricted Eligibility Support Service across Greater Manchester, building partnerships and turning Insights into action and systems change. In partnership with people experiencing restricted eligibility, the role will work to increase access to public funds, employment and housing, promoting inclusion, opportunity and improving quality of life.

The postholder will work closely with delivery partners: Boaz & Greater Manchester Immigration Aid Unit, and other stakeholders, sharing learning to ensure the experiences and insights of individuals and services inform operational delivery, service development and wider systems change.

The role will support the development and implementation of the RESS Peer Advice Service, including the Helpdesk and Advocacy functions, while working alongside Lot 1 providers delivering training.

The postholder will play a key role in ensuring first-hand experiences of people accessing services contribute centrally to the ongoing development and effectiveness of the programme. This will be achieved through close working with people on the programme, through data gathering of engagement, interface-experiences, activities, trends, legislative changes and impacts, pressures on services and demand.

Our Agreed Behaviours & A Little About Us

Agreed Behaviours	Compassion	Dedication	Integrity	Respect	Kindness
	Sense of Fun	Supportive	Cheerleading for one another	Openness	Non-judgmental

Job Description

Role specific tasks	• Support the development, administration and ongoing coordination of the RESS Peer Advice Service, including:
	  ○ RESS Helpdesk: Ensuring enquiries from professionals are recorded, triaged, and responded to within agreed timescales.
	  ○ RESS Advocacy: Representation in various forums to promote the RESS project and values, support partner agencies and advocate for change, using the evidence and Insights from the RESS project
	  ○ RESS Training: Supporting Greater Manchester Immigration Aid Unit to target and administer specialist training.

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	• Support the development of systems and processes that ensure a high-quality and consistent service offer. • Collect, monitor and analyse qualitative and quantitative data relating to service activity and outcomes, producing regular reports that identify emerging themes, trends, recurring issues, and service gaps. • Ensure data is recorded and managed in accordance with organisational policies and data protection requirements. • Support the development of resources, guidance and information materials for partners, professionals and people accessing the service. • Work collaboratively and meaningfully with people accessing RESS for support, ensuing their voices are central to the design of the service and the strategic aims of the project. • Build and maintain positive relationships with partner organisations across Greater Manchester through targeted partnership development and stakeholder engagement, identifying opportunities for collaborative projects. • Represent the RESS programme at meetings, forums, partnership events and networking opportunities, promoting the RESS service offer across statutory, voluntary and community sector organisations.
General tasks	• Maintain accurate records and documentation in line with GDPR. • Comply with organisational policies and procedures. • Participate in supervision, training, and team meetings. • Work collaboratively across the wider RESS team. • Undertake any other duties appropriate to the level of the role.

Person Specification

We are looking for an Insights & Partnerships Officer who is passionate about equality, inclusion and social justice, and committed to improving the lives of people experiencing homelessness who have restricted eligibility. You will be a collaborative and compassionate professional, able to build trusted relationships and work effectively with people, organisations and partners across the sector. You will be organised and proactive, with the ability to manage competing priorities, work both independently and as part of a team. You will bring a flexible, solutions-focused approach to your work, alongside a strong commitment to the values and aims of the RESS programme.

You will be confident representing RESS in professional and strategic settings, building credibility with senior stakeholders, and contributing constructively to high-level conversations. You will be able to communicate complex issues clearly, influence through evidence and Insights, and bring the experiences and perspectives of people accessing support into wider discussions about policy, practice and systems change. You will be comfortable challenging constructively, identifying opportunities and helping partners turn shared ambition into meaningful action.

Essential Skills

- Ability to advocate for and understand the barriers faced by vulnerable or marginalised groups.
- Understanding monitoring, evaluation, and impact measurement.
- Excellent written and verbal communication skills.
- Ability to interpret data and translate findings into meaningful insights.
- Ability to develop effective working relationships with a wide range of stakeholders.
- Competent in Microsoft Office applications and data management systems.

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Essential Experience

- Experience developing and maintaining effective partnerships with a range of stakeholders.
- Experience collecting, analysing and presenting qualitative and quantitative data.
- Experience producing reports, briefings, or presentations for varied audiences.
- Experience working towards clear goals and outcomes against deadlines, managing multiple priorities.
- Experience working within the voluntary, community, public, or social care sector.

Desired Experience & Skills

- Experience of advocacy, influencing, or policy work.
- Experience of coproduction and involving people with lived experience in service design.
- Experience within migration, homelessness, welfare, community support, or related sectors.
- Knowledge of the Greater Manchester voluntary and community sector landscape.
- Experience producing impact reports for commissioners or funders.
- Understanding social research methods and evaluation frameworks.

How to Apply:

We are committed to equality, diversity, and inclusion and welcome applications from the whole community. To apply, please send an expression of interest addressing all items in the Person Specification, along with your CV, to christine@boothcentre.org.uk

Interview Process:

Interview questions will be shared with candidates in advance. Interviews will be conducted by a panel of three people to help ensure a fair and balanced assessment. If you have any individual requirements that you would like to be taken into consideration at the interview stage, please do let us know.

We aim to notify applicants of interview outcomes as promptly as possible. Feedback will be offered to unsuccessful candidates where capacity allows. We are committed to providing a supportive and respectful experience for everyone taking part in the recruitment process.

Closing date:

Note: Though we have tried to be thorough, no job description can cover every issue which may arise within a post.