Recruitment pack

Partnership Manager, South

Location: Homworking
Contract type: Permanent
Hours: Full time
Salary: £30,500 – £33,014
Closing date: 6th August 2017
Introduction

Letter from the Head of Partnerships

Dear Candidate

Thank you for your interest in this post. This pack will give you some more information about the role. Please feel free to contact us if anything is not clear or you have further questions.

Homeless Link is the national membership charity for organisations working directly with people who become homeless or who live with multiple and complex support needs in England. With around 800 members, we work to improve services and campaign for policy change that will help end homelessness and ensure that everyone has a place to call home and the support they need to keep it.

Our member agencies range from hostels, day centres, street based outreach work and resettlement support to wider supported housing, health and social care providers. Our approach is to listen and learn, act and then speak. Our focus is to change the way that we, as a society, think and act towards single people who become homeless and other vulnerable groups. We do this by influencing policy and strategy at a national and local level. We also work, in partnership with our members, to ensure services for the most vulnerable in society are the best they can be and to seek out alternative solutions. We give information, advice and a fresh perspective; connecting organisations and people. In addition, we provide a range of support to our members via events, training, consultancy and other services, including In-Form, our client monitoring system.

We are looking for a Partnership Manager to work across the South of England. Working from your home within the area this exciting role will develop a range of relationships with our member agencies, service providers, local authorities and other key strategic partners and stakeholders. Through these relationships you will develop, maintain and deliver a number of Communities of Practice across the area which will provide the sector with the space and support to tackle the challenges that it faces. A key element of the role will be brokering partnerships and to support and influence the sector to tackle homelessness, starting with rough sleeping. We see this role as pivotal to in achieving our vision of a country free of homelessness.

The successful candidate will be someone with the right set of skills and who has an understanding of homelessness practice. If you want to be in the forefront of change, helping agencies but also challenging them - this is the right job for you.

The Partnership Manager role is offered on a permanent contract. The salary is £30,500 - £33,014 plus a generous package of benefits including 30 days annual leave, flexible working and a contributory pension scheme. Please note, it is our policy for new appointees to commence employment at the starting salary.

Finally, we are actively seeking to increase our diversity within our organisations and would greatly welcome applications from people with lived experience of homelessness, from a black or minority ethnic background and/or with a disability.
Best wishes

Peter Smith
Head of Partnerships
About us

Our vision
Our vision is a country free of homelessness where everyone has a place to call home and can expect the support they need to keep it.

To achieve this ambition, as a society, we need to:
- Act faster to prevent people losing their homes
- Ensure that if some becomes homeless, it’s for the shortest time possible
- Provide long-term accommodation and help for people with complex problems
- Support people to realise their potential and avoid homelessness in the future.

What we do
We are the national membership charity for organisations working directly with people who experience homelessness in England. We work to make services better and campaign for policy change that will help end homelessness.

Advice and support
We look for and share good practice from the front line, helping others to boost the quality of their work. We also develop new products that can help improve services and fund our campaign to end homelessness. Our national and regional teams offer support, link up agencies, and provide advice, consultancy and tools to help improve services.

Information, research and training
We provide access to a wealth of up-to-date information, including good practice toolkits, the latest research, sector news and policy updates. We also pilot new approaches to tackling homelessness and supports staff to improve their skills through training. With data on thousands of services, we use information to identify trends and enable the public and professionals to find local help and support.

Influencing
We work with local and national Government to improve the policies that affect people experiencing homelessness. Using our detailed knowledge of what’s happening on the ground we campaign to challenge preconceptions and help bring about change.

Networking and events
Through our national, regional and online events we provide professionals with the opportunity to network with others in the sector – sharing knowledge, experiences and solutions.

In-Form
In-Form is a web-based client recording and service management system developed for the homelessness sector based on Salesforce customer relationship management software. More than 6000 staff in 50+ agencies in the homelessness and other sectors use the system.
The job

ROLE DESCRIPTION

PURPOSE
The Partnership Team is often the first contact that people have with Homeless Link and the Partnership Manager is often the main contact for many of our members.

The purpose of this role is to continue and develop Homeless Link’s work within the South of England developing relationships and activity to support our members and the sector.

A key element of this will be the development and maintenance of a number of communities of practice in the area that will enable the sector to develop new models of working.

It will be through these communities of practice that the Partnership Manager will influence the homelessness sector, brokering resources and strengthening its performance to ensure the greatest impact on supporting homeless people into a settled and independent life, and in preventing and ending homelessness.

ACCOUNTABILITY
The Partnership Manager will be part of the Partnerships Team and will report to the Head of Partnerships.

The Partnership Team lead on our partnership work across the country but also has responsibility for our consultancy, events and membership offer. The Partnership Manager will work closely with all members of the Partnership Team and will also work with other departments across the organisation.

RESPONSIBILITIES

AREA LEADERSHIP

• To develop an accurate picture of the strengths, weaknesses and opportunities in the practice of the homelessness sector in the South of England.
• To lead and develop a series of Community of Practices across the South that will develop the skills and capacity of the homelessness sector.
• To develop appropriate, effective approaches to supporting agencies, including members and local authorities, in the sector with significant areas of weakness or difficulty.
• To contribute to and carry out Homeless Link’s monitoring and evaluation of this work in order to demonstrate its impact in the South and overall.
• To ensure that the needs and perspectives of homeless people are integral to the development and raising of service standards.
• To identify opportunities and resources to embed and strengthen Homeless Link’s role.
• To plan, manage and monitor the resources (including budgets, knowledge and contacts) effectively to deliver the agreed strategic outcomes.
PARTNERSHIP

• To establish and maintain strategic partnerships with key organisations in the South e.g. government, housing, health, skills and other voluntary and public sector bodies with remits that address capacity building, homelessness and related issues.
• To encourage and develop partnership approaches within the sector that support peer-to-peer learning, mentoring, service co-ordination and consortia that enable efficiencies and improvements to services.
• To contribute effectively to Homeless Link’s national work on policy and practice and to maintain regular contact with the national office – establishing relationships across teams and working as a member of ‘virtual teams’ where required e.g. planning events or training.

CONTRIBUTING TO THE BIGGER PICTURE

• To actively contribute to Homeless Link’s role as the sector’s knowledge centre on good practice and as the gateway to the knowledge and resources that contribute to the development of capacity and raising of standards.
• To write articles for publication in print, on the website and to present at events for Homeless Link.
• To identify opportunities to generate income from the activities of Homeless Link in order to create a sustainable organisation.

GENERAL

• Roles and objectives in Homeless Link may change. All members of staff are expected to be prepared to work flexibly in response to changing business needs.
• All members of staff are expected to undertake any other responsibilities or tasks that are consistent with their role and/or reasonably required by the Chief Executive
• All members of staff are required to operate in accordance with Homeless Link’s values, policies and procedures.

PERSON SPECIFICATION

QUALIFICATIONS AND SPECIALIST KNOWLEDGE FOR THE ROLE

Essential

• Knowledge of the general principles of capacity building and establishing good practice in the voluntary sector
• Knowledge of the homelessness sector
• Supporting and influencing frontline services
• Brokering and sustaining active partnerships with a wide range of agencies
• Identifying and promoting good practice in service delivery
• Being self-administering, including strong IT skills

Desirable

• Knowledge of the appropriate role, focus and standards for a national second tier voluntary organisation
• A sound understanding of the causes, consequences and solutions to homelessness based on direct experience
EXPERIENCE AND TRACK RECORD

**Essential**
- Working with regional and local government
- Working independently, without close supervision

**Desirable**
- Knowledge of the appropriate role, focus and standards for a national second tier voluntary organisation
- A sound understanding of the causes, consequences and solutions to homelessness based on direct experience

GENERAL REQUIREMENTS FOR ROLES AT HOMELESS LINK

**Essential**
- Willingness and ability to work outside normal office hours and travel within England
- Willingness and ability to operate in accordance with the values and policies of Homeless Link
- Willingness and ability to work flexibly in response to changing organisational requirements
- Commitment to bring into the work the views, needs and voices of people with direct experience of homelessness

**Desirable**
- A sound understanding of the causes, consequences and solutions to homelessness based on direct experience

KEY COMPETENCIES

**Personal Contribution**
- Personal effectiveness
- Problem solving
- Initiative

**Working with others**
- Team member
- Customer focus
- Communication

**Organisational contribution**
- Systematic
- Project / Resource management
- External awareness

**Specialist competencies**
- Independent/lone working
How to apply

Explanation of terms used
• Role description: gives details of the duties of the post. Use this as a guide to decide whether or not you think the job would suit you.
• Person specification: lists the criteria, which will be used to assess your application & covers the qualifications, specialist knowledge, experience and track record that we are looking for.
• Key competencies: these are for your information. We will look for evidence of all these during the interview and testing stage if you are shortlisted.

Work experience
Include all relevant work experience including part-time or voluntary work, particularly if you have not been employed on a full-time basis before include any previous posts you may have had with your current employer.

Experience, skills, knowledge and abilities
This is where you make your case for the job. The criteria in the person specification are listed in the application form - demonstrate your capabilities in relation to each of these points under the relevant headings (It is unlikely that you will be shortlisted if you do not address each of these points). You may also make some comments about the criteria in the “General requirements for roles at Homeless Link” although this is not essential and we may ask you about these at interview.

Supporting people with disabilities
Homeless Link is committed to improving its employment opportunities for people with disabilities. Please let us know if you have a disability we should take into consideration in this section. If you require support, modifications, adjustments, or special equipment to assist you with the recruitment process, please also include brief details about this. The line manager for the role will contact you to discuss your requirements if you are shortlisted.

Supporting people with experience of homelessness
As part of Homeless Link’s commitment to support people with experience of homelessness, we have committed to giving feedback to applicants who have experience of homelessness. If you are happy for the panel to know if you have had experience of homelessness and you would like to contact us for feedback on your application, please tick the Yes box in this section. All applicants are able to request feedback following the interview stage.

Notifying you about your application
Please note we are not able to acknowledge receipt of individual applications or notify applicants individually if you have not been shortlisted. We will notify shortlisted applicants within 5 working days of the closing date. Unfortunately, Homeless Link is generally not able to give feedback on applications that have not been shortlisted.

Sending in your application
Please complete the application form and equal opportunities monitoring form and email to: recruitment@homelesslink.org.uk. CVs will not be accepted.
Once submitted, you will receive an email confirming we have received your application.

**The closing date is midnight on the 6th August 2017**

Applications received after the published closing date will not be considered.

For any queries about the post, please call 020 7840 4426 quoting the job title.
What we do
Homeless Link is the national membership charity for organisations working directly with people who become homeless in England. We work to make services better and campaign for policy change that will help end homelessness.

Let’s end homelessness together
Homeless Link
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