

Title:	National Consultancy Development Manager
Contract type:	1 Year Fixed Term Contract (possibility of extension)
Location:	Home or London Head Office (Min 2 days in Office) based with some travel
Hours:	35 hours per week
Salary Scale:	Head Office based £42,040.00 - £45,504.00 per annum Home based £37,712.00 - £40,819.00 per annum Pay Review Pending
Closing Date:	8.00 am Tuesday 22 nd April 2025
Interview Date:	Friday 9 th May 2025

1. Introduction

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

Homeless Link is the national membership charity for frontline homeless agencies and the wider housing with health, care and support sector in England. With more than 750 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 Consultancy service has been a real area of success in recent years and has supported the development and growth of both our members and others operating in the sector.

As a Consultancy Manager, within our Sector Development Directorate, you will play a vital role in the management and delivery of high-quality consultancy projects for Homeless Link's customers. We are looking for an individual with a passion for ending homelessness, along with an understanding of the world of social enterprise and how it can build financial resilience in our sector.

The successful candidate will have experience of working at a management level within the homelessness sector, with an appetite to transfer their skills and knowledge by offering consultancy support. They will have an entrepreneurial spirit, knowledge of good practice and a drive to support organisations to develop. The post will start as a one year fixed term contract but could potentially lead to a permanent position.

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

Thank you for your interest, and I look forward to receiving your application.

Sophie Price
Head of National Consultancy Development

1. Job Profile

Role Description

The National Consultancy Development Manager will join the Sector Development directorate and support the National Consultancy Development team to deliver high quality projects for Homeless Link customers.

PURPOSE

- Manage projects – including supporting the Head of National Consultancy Development in the management of larger projects.
- Deliver consultancy to our customers and work in collaboration with other teams and associates.
- Seek new business opportunities and develop products to support the growth of the service.
- Manage systems and processes for recording service and financial information and translate this into the CRM system.

ACCOUNTABILITY

This post reports to the Head of National Consultancy Development and will sit within the consultancy team alongside the existing Consultancy Manager.

LOCATION

The successful candidate will have the option of home based / hybrid working or can be based at Homeless Link's London office. The role will involve some travel within England with some possible overnight stays.

RESPONSIBILITIES

Delivery of consultancy projects

- To deliver consultancy work independently or as part of a team
- To project manage and coordinate the work of associates and staff when needed
- To ensure that all consultancy delivery is in line with good practice and Homeless Link's mission and values
- To manage and support our associates, carrying out quality checks
- Reflect on the projects that are delivered and share the learning with associates and colleagues.

Business Development

- To support the monitoring of new business opportunities including tender portals and social media.
- Identify opportunities for colleagues in other teams to deliver consultancy work
- Collaborate with other teams to develop new products and initiatives
- Work with the Head of National Consultancy Development and Marketing Manager to develop innovative methods of promoting the service.

Communication and relationships

- To help colleagues with developing communication materials to support our consultancy offer.
- To ensure good relationships are maintained with Homeless Link's current and prospective consultancy customers.
- To develop communication and engagement initiatives for our associates

Finance and systems

- To contribute to the growth of the service by developing new opportunities and achieve income targets.
- To keep accurate records of consultancy opportunities, financial information and allocate projects within the team or to the relevant staff and associates
- Maintain and develop the skills needed to use Homeless Link's systems.

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 homelessness and wider supported housing sector
- Knowledge of good practice within in the homelessness and/or supported housing sector.
- Report writing skills
- Presentation skills

Desirable

- Bid writing skills
- Knowledge of social enterprises and how they function

EXPERIENCE AND TRACK RECORD

Essential

- Experience of working at a management level in the homelessness sector
- Experience of managing staff or volunteers
- Experience of developing service-related policies and procedures within the homelessness / supported housing sector
- Experience of facilitating discussions with a range of audiences, including people with lived experience of homelessness, service providers and local authority staff
- Experience of using systems and processes e.g., spreadsheets, databases
- Experience of managing a varied workload to achieve specific targets/outcomes within deadlines.
- Experience of building positive working relationships with people at different levels within organisations.

Desirable

- Experience of developing services or new initiatives within the homelessness sector
- Project management experience

GENERAL REQUIREMENTS FOR ROLES AT HOMELESS LINK

Essential

- Willingness and ability to work outside normal office hours.
- 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

Summary of Core Competencies

<p>Personal Contribution</p> <p>Personal Effectiveness: Demonstrating effective working practices, striving to deliver high performance</p> <p>Effective Communication: Demonstrates ability to communicate concisely, accurately and persuasively verbally and in writing with a range of audiences</p>	<p>Working with Others</p> <p>Teamwork: Working cooperatively, building and nurturing strong relationships within and outside the organisation.</p> <p>Stakeholder Focus: Identifying, understanding and striving to exceed the needs of all stakeholders.</p>	<p>Organisational Contribution</p> <p>Resource and Project Management: Achieving results through efficient and effective management of projects and resources.</p> <p>Entrepreneurial and Innovative Thinking: Generating and developing imaginative and innovative solutions and opportunities.</p>
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Role or Grade specific competencies

<p>Expert/Technical Knowledge: Demonstrating best use of required knowledge in specified field ensuring continuous learning and development.</p>	<p>Strategic Leadership: Developing and articulating the future direction.</p>	<p>Business & Commercial Acumen: Demonstrates understanding of the commercial environment, identifying and developing business opportunities.</p>
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Explanation of terms used

- **Role description:** gives details of the duties of the post. Use this as a guide to decide whether you think the job would suit you.
- **Person specification:** lists the criteria, which will be used to assess your application and 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.

2. Employee Benefits

Salary Scales for Consultancy Manager

Head Office Based: £42,040.00- £45,504.00 per annum including London Weighting.

Home Based: £37,712.00 – 40,819.00 per annum

It is our policy to appoint at the first point of the salary scale.

3. How to apply

Sending in your application

Please provide your CV with a covering letter showing how your previous experience, skills and knowledge will help you meet the requirements in the person specification, and email to: recruitment@homelesslink.org.uk.

Please also complete our online [EDI Monitoring Form](#) , this information is not shared with the panel, but really helps us monitor the effectiveness of our recruitment process.

The closing date is 8.00 am on Tuesday 22nd April 25. Applications received after the published closing date will not be considered.

We plan to hold interviews on Friday 9th May 2025

For any queries about the post, please email recruitment@homelesslink.org.uk

Supporting people with disabilities

Homeless Link is committed to improving its employment opportunities for people with disabilities. Please let us know if you require support, modifications, adjustments, or special equipment to assist you with the recruitment process. We will contact you to discuss your requirements further.

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.

[For more information about working at Homeless Link follow this link to our website](#)