

Title:	Director of Sector Services
Contract type:	Permanent
Location:	Flexible, to be agreed
Salary Scale:	£80,675.00 - £90,852.00 per annum
Closing Date:	9.00 am, Monday 23 rd February 2026
Interview Date:	6 th March 2026, In-person at our London Office

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 are looking for an inspirational, experienced and ambitious senior leader who will lead on the design and delivery of a step-change in our impact on homelessness services in England. This will be achieved through a transformational approach to supporting Homeless Link's member organisations and the wider homelessness workforce. With new funding and a greater sense of purpose you will shift the dial in sector leadership and frontline service delivery across England. In partnership with colleagues across the organisation, you will take us a step closer to our stated aim of an end to homelessness.

The successful candidate will have an in-depth understanding of current & developing frontline homelessness practice, knowledge of how the homelessness and supported housing sectors operate, a strong track record of maintaining strategic partnerships, and senior leadership experience within the not-for-profit or related sector. You can find full details in our Job Profile in the following pages.

We are actively seeking to increase 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.

I look forward to receiving your application.

Rick Henderson
Chief Executive

1. Job Profile

Role Description

The Director of Sector Services will be a member of the Senior Management Team and play a key strategic role across the organisation as a whole. They will manage an annual budget of circa £4.5million and a team of 20 staff in our Workforce Development, Grants, Consultancy and Training & Events teams and wider functions.

KEY RESPONSIBILITIES

Overall

- To ensure that Homeless Link and its members are at the forefront of understanding and promoting effective developments in practice, which have the potential to improve frontline delivery and contribute towards the goal of ending homelessness.
- To provide the strategic leadership behind Homeless Link's ambition to support and enable frontline member organisations and their staff to be more effective, impactful and resilient.
- To build on and grow Homeless Link's excellent reputation and unique position as a lead support agency for the homelessness sector in England. Creating and maintaining relationships with a wide range of stakeholders including members, funders and local and national Government.

Workforce Development

- To lead the design and delivery of Homeless Link's Workforce Development Programme including an emerging suite of qualifications for the homelessness workforce; the Leadership Development Programme; Workforce data and supporting Recruitment and Retention across the sector.
- To ensure compliance with all regulatory frameworks that relate to the delivery of vocational qualifications in the UK

Training and Events:

- To lead the design and delivery of Homeless Link's conference, training and events programme, ensuring that it meets the needs of members and reflects the nature of the external policy and practice environment.
- To ensure income targets for the delivery of the conference, training and events programme are consistently achieved, and that events funded via grant programmes are delivered to the agreed specification.

Consultancy:

- To lead the operation of Homeless Link's consultancy services to provide tailored support to the sector, alongside work to increase the capacity of the organisation to deliver a high-quality consultancy offer.
- To grow existing and develop new income streams for the organisation.

Grantmaking:

- To lead the effective operation of Homeless Link's grantmaking activities including identifying potential sources of grant funding for the sector and ensuring we have the capacity and expertise to deliver relevant programmes.
- To ensure compliance with any and all regulatory and monitoring requirements that apply to grantmaking activities.

Social Enterprise:

- To be entrepreneurial, to find opportunities and answers to the challenge of balancing services that are grant funded and those that we provide commercially so that our services are a coherent offer to the sector and meets both the needs of funders and our own financial needs.

Executive team responsibilities

- To attend regular Senior Management Team meetings and to contribute to decision-making on the wider activities of the organisation.
- To act as a senior advisor to the Chief Executive, Senior Management Team and the Homeless Link board on issues related to the above.
- To drive delivery against Homeless Link's strategic goals, and to contribute to the development of future strategic plans.
- To work collaboratively with the Deputy Chief Executive, Director of Social Change, Director of in-Form, Director of Finance and their teams to collectively deliver against strategic and operational goals.

Management

- To line manage the Workforce Development, Grants, Consultancy and Training & Events teams and wider functions.
- To maintain budget management responsibility across the Sector Services Directorate and ensure proper monitoring and planning mechanisms are in place.
- To facilitate effective communication between the Directorate and other Homeless Link teams.
- To take an active role in the organisation's strategic and operational planning processes.

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 organisational 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.

This is a description of the job as it is presently constituted. It is the practice of Homeless Link to examine job descriptions from time to time and to update them to ensure they relate to the job as then being performed, or to incorporate whatever changes are required to reflect business needs. This will be conducted in consultation with you. It is the organisation's aim to reach agreement on changes, but if agreement is not possible, the organisation reserves the right to insist on changes to your job description, after consultation with you.

Person specification

QUALIFICATIONS AND SPECIALIST KNOWLEDGE FOR THE ROLE

Essential

- In-depth understanding of current and developing frontline homelessness practice.
- Knowledge of how the homelessness and supported housing sectors operate.
- In-depth understanding of how membership/infrastructure organisations operate.
- Understanding of, and commitment to, working to meet the needs of a diverse group of beneficiaries and stakeholders and the challenges and barriers associated with this.

Desirable

- Understanding of how frontline practice relates to the public policy environment.

EXPERIENCE AND TRACK RECORD

Essential

- Significant experience of managing homelessness services or direct practice in the homelessness sector.
- Experience of developing appropriate, effective approaches to help front line agencies to adopt best practice approaches.
- Experience of leading the monitoring and evaluation of practice interventions.
- Strong track record of maintaining strategic partnerships with a range of organisations including government departments.
- Senior leadership experience within the not-for-profit sector or relevant area, including influencing organisational development at a strategic level.
- Proven track record of building, developing and managing high-performing teams.
- Exceptional written and verbal communication skills and ability to adapt tone and content to a variety of different audiences.
- Experience of managing budgets and budget planning.
- Demonstrable commitment to listening to and valuing diverse views, particularly those of people who are often marginalised.

Desirable

- Experience of overseeing the delivery of a workforce development programme.
- Experience of delivering or managing professional consultancy services.

- Experience of overseeing the delivery of training and events.
- Experience of managing team members who are based remotely.
- Experience of linking practice developments to the public policy agenda.

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

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

Expert/Technical Knowledge: Demonstrating best use of required knowledge in specified field ensuring continuous learning and development.	People Management & Development: Actively leading and creating an environment to enable individuals to achieve their maximum potential. Strategic Leadership: Developing and articulating the future direction.	Business & Commercial Acumen: Demonstrates understanding of the commercial environment, identifying and developing business opportunities.
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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 Director of Sector Services

£80,675.00 - £90,852.00 per annum (Pay Review Pending – April 26)

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

For full details of the benefits offered follow the link at the bottom of the page.

3. How to apply

Sending in your application

Please provide your CV with a covering letter explaining how you meet the requirements for the role in the person specification and email to: recruitment@homelesslink.org.uk.

We would also appreciate it if you would complete our online [EDI monitoring form](#), the information provided is not shared with the panel, but does really help us monitor the effectiveness of our selection procedures in relation to our EDI strategy

The closing date is 9.00am, Monday 23th February 2026. Applications received after the published closing date will not be considered.

We plan to hold interviews on 6th March 2026, in-person in our London Head Office

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](#)