



Homeless Link

Title:	Training Quality and Delivery Manager
Contract type:	Permanent
Location:	Flexible Home based or London Head Office based (Head Office base staff are required to attend the office at least 2 days per week). Regular travel across England will be required.
Hours:	35 hours per week
Starting Salary :	£38,655 or £43,090 depending on location
Closing Date:	8.00am Monday 20 th April 2026
Interview Date:	29 th April 2026 in-person at our London Head 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 is the national membership charity for frontline homelessness 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.

We provide specialist learning and development services to help staff working in homelessness to focus on their personal development or unlock change. This includes group training, qualifications and leadership programmes. Through this, we aim to create a high-performing homelessness workforce with the skills, knowledge and behaviours to provide professional, consistent support to people experiencing homelessness.

This role will allow us to have an in-house Trainer who will train across a suite of core homelessness-focused training courses, develop new courses and ensure the quality of our product and service to help us support the development of the homelessness workforce.

This is a full-time, permanent post and will sit within Homeless Link's National Workforce Development Team based in London, but the post is flexible, and home working will be accepted. There will, however, be regular travel required across England to deliver the training to customers.

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.

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

Kate Alaway
Head of National Workforce Development

1. Job Profile

Role Description

PURPOSE

We are an experienced training provider. We currently provide a suite of specialist homelessness training courses to help staff working in frontline services focus on their personal development and develop their skills and knowledge to unlock change and improve the service they offer to the people they support.

To support us with this, we are looking to appoint an in-house Trainer. This role will deliver a suite of existing courses and develop bespoke training tailored to a client's needs. The role will also support the development of new courses and be responsible for developing and updating supporting e-learning modules and learning and development materials to help learners embed the learning.

ACCOUNTABILITY

The post holder is a member of the National Workforce Development Team and will report to the Senior Learning and Development Manager.

LOCATION

The post can be office or home based but will be required to attend meetings in London each month. You will be required to travel on a regular basis across England.

RESPONSIBILITIES

Training delivery

- Responsibility for delivering a core suite of homelessness training courses
- Delivery of teaching materials against each course's specified learning outcomes
- Develop and deliver bespoke training tailored to a client needs
- Ensure consistency in training materials and delivery style, to strengthen our credibility and client satisfaction
- To work closely with a pool of external Trainers, ensuring a consistent level of teaching.
- To be responsible for Trainer recruitment and ongoing management.

Training development

- To take the lead in developing and implementing an approach of content review and update in response to emerging practice or policy
- Develop new courses in response to emerging practice or identified skills or knowledge gaps; working with the homelessness sector to scope learning outcomes.

- Develop advanced modules, e-learning modules, and supporting L&D materials to help embed learning and offer greater learning pathways.
- Responsible for the quality of training materials and delivery, monitored through regular peer observations and audits of course resources.

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

- Recognised level 3 Teaching qualification, e.g. L3 Award in Education and Training (or equivalent PTLLS) or 12 months' teaching experience
- Knowledge and understanding of training delivery.
- Understanding of the needs of individuals experiencing homelessness and of voluntary organisations and local authorities providing services to them
- Excellent communication, networking and presentation skills
- Effective project management skills with the ability to prioritise and manage deadlines and work across multiple workstreams at the same time.
- Keen attention to detail

EXPERIENCE AND TRACK RECORD

Essential

- A minimum of 2 years work experience in a homelessness or housing-related organisation at officer level or above, for example, homelessness charity, local authority, supported accommodation organisation
- Experience of either developing or delivering learning and development
- Experience in a customer-facing role, building and maintaining successful customer relationships

Desirable

- Experience working within the education sector.
- Experience of working for a third sector organisation

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	Working with Others	Organisational Contribution
<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>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>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>
Role or Grade specific competencies		
<p>Expert/Technical Knowledge: Demonstrating best use of required knowledge in specified field ensuring continuous learning and development.</p>		

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.

Employee Benefits

Salary Scales for In-house Trainer (Pay Review Pending)

Hybrid (Head Office 2 days per week): £43,090 - £46,643
Remote Working: £38,665 - £41,840

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

[Follow this link for more information on working at Homeless Link](#)

2. How to apply

Sending in your application

Please provide your CV with a covering letter explaining how you will meet the requirements in the person specification, and email to: recruitment@homelesslink.org.uk. It would also be helpful if you would complete our on-line [EDI monitoring form](#), which really helps us monitor the effectiveness of our recruitment process. Information provided is not shared with the panel

The closing date is 8.00am on Monday, 20th April 2026. Applications received after the published closing date will not be considered.

We plan to hold in-person interviews at our Head Office on 29th April 2026

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.