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| Title: | Governance & Executive Support Manager |
| Contract type: | Permanent Part-time 28hours per week (0.8 fte) |
| Location: | Hybrid (London Head Office 2 days per week, including for key in person meetings) |
| Starting Salary: | £43,090 pa pro rate (pay review pending) |
| Closing Date: | 10.00 am Monday 20 th April 2026 |
| Interview Date: | We intend to interview on Friday 1 st May 2026, in person at our Aldgate Offices in London |

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.

As the national membership charity for homelessness organisations in England, Homeless Link sits at the heart of the sector. We bring together over 750 member organisations, support and develop the people who work on the frontline, campaign to change the systems that cause and perpetuate homelessness, and provide training, consultancy, workforce development and case management systems through its social enterprise operations.

Homeless Link is at an exciting point in its development. Financially strong, well-led and with a senior management team and board that are working in real harmony. We are moving into the final year of our current strategy and we are preparing to shape what comes next.

We are seeking a highly organised and proactive Governance and Executive Support Manager who will play a vital role supporting and enhancing a strong system of governance and compliance for Homeless Link to help us achieve our strategic goals.

You will have significant experience in governance and executive support roles with a strong understanding of charity governance. In addition to delivering high quality, professional governance support and advice across the charity, you will lead on key governance projects such as the election and induction of trustees and enhancing governance policies and processes.

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

Fiona Colley
Director of Social Change & Company Secretary

1. Job Profile

Role Description

The Governance & Executive Support Manager will play a vital role supporting and enhancing a strong system of governance and compliance for Homeless Link, working closely with the Senior Management Team (SMT) and Board of Trustees to help us achieve our strategic goals.

Job purpose

Alongside providing high-quality secretariat and administrative support to the Board, CEO and SMT, they will be a trusted adviser to senior leadership and trustees on all governance matters.

They will take the lead governance development through the delivery of a variety of projects such as trustee recruitment and elections, board training and development, governance reviews and audits and the implementation of improvement plans.

They will attend Homeless Link Board, Sub-Committee, Senior Management Team and Leadership team meetings and support Homeless Link's CEO with high-level administrative support and external stakeholder liaison.

They will ensure confidentiality and discretion is maintained throughout all areas of work.

Accountability

The post-holder will be line managed by the Company Secretary (currently the Director of Social Change) and work closely with the CEO and the Chair of the Board.

Location

Office based in Aldgate, London EC3N 1BJ at least two days a week and occasional travel to support annual Board away-days

Working pattern

4 days per week, Monday to Thursday.

At least two days per week in the office, including for all in person Board and Leadership team meetings. Otherwise office days to be agreed with CEO and Company Secretary.

Can be some flexibility on working hours, but SMT meetings are on Mondays (weekly online), Board and Leadership meetings are on Wednesdays (both in-person quarterly) and Committee meetings are usually Mon-Thurs (3 committees, quarterly, online).

All meetings are held during normal business hours.

Main responsibilities

Governance and compliance

- To provide advice to trustees and SMT on governance matters through the development of an in-depth familiarity and understanding of best practice in charity governance and of Homeless Link specific governance policies
- Monitoring developments in charity law and governance best practice, advising trustees and senior management on implications

- Maintaining Homeless Link's key governance documents (eg Articles of Association, scheme of delegation and committee terms of reference)
- Ensure timely and accurate statutory filings, including Charity Commission returns and relevant Companies House filings
- Ensure accurate records are maintained with the Charity Commission and Companies House, including up to date information and details of trustees and officers
- To lead and manage governance improvement projects as required such as periodic independent governance reviews and the implementation of their recommendations as required

Board and Committee support

- To provide end-to-end secretariat support and oversight of quarterly board and committee cycles including
 - organising the meetings,
 - annual work planning
 - preparing agendas, collating and sharing papers in a cohesive pack,
 - minute taking (using digital and AI tools), tracking and following up on actions.
- Working closely with the CEO, Company Secretary and Board Chair, to manage a range of governance events and projects including
 - Planning and organising our Annual Members Meeting and Board away-days
 - Trustee recruitment, election, registration, induction and development
 - Annual board skills, diversity and effectiveness audits
- To create and maintaining excellent records on our Sharepoint electronic filing system on SharePoint to support the Board and all charity and company governance requirements

Board development

- To maintain an audit of trustee skills and diversity, identifying gaps and making recommendations for training and recruitment
- Oversee trustee recruitment, via appointments and re-appointments of independent trustees and elections and re-elections from our membership.
- Oversee succession planning, maintaining a register of trustee terms of office and retirement dates, and ensuring clear, compliant processes for the consideration and approval of trustees serving a second term.
- Preparation of welcome packs for new members and arrange appropriate induction, training and support
- Coordinate ongoing governance training
- Support the Board in embedding equality, diversity and inclusion, ethical standards and organisational values within governance structures and decision-making

Executive Support

- To coordinate Senior Management Team and Leadership Team meetings and away days
- To organise and prepare agendas and ensure that decisions and actions are recorded, disseminated and followed up on.
- To support the CEO with high-level administrative support including diary management, arranging travel, expenses management

- Managing CEO interfaces with key counterparts at external stakeholder organisations
- Providing ad hoc support to the CEO and other SMT members as required

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.

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

EXPERIENCE, KNOWLEDGE AND TRACK RECORD

Essential

- Experience of supporting Boards or other governance structures
- Experience of organising and supporting senior level meetings, taking clear and accurate minutes and maintaining excellent records
- Experience of supporting a Chief Executive or other senior staff
- Experience of working in voluntary sector, government, academic or political context
- Experience of dealing with sensitive or confidential information

Desirable

- A sound understanding of the legislative environment for UK charities
- A good working knowledge of Charity Commission guidance and the Charity Governance Code and related best practice
- Experience in governance, company secretarial duties, or a legal/compliance role within the charity sector
- Experience of working with Trustees and charity governance

SPECIALIST SKILLS FOR THE ROLE

Essential

- Excellent time management and organisation skills with the ability to plan and manage workload and respond to conflicting demands, prioritising workload as appropriate
- Excellent written and verbal communication skills
- Strong attention to detail
- Interest, ability and willingness to learn and keep abreast of charity governance and compliance requirements and best practice
- Confidence to build strong working relationships with and give advice to senior executives and board members.
- Excellent IT skills (MS365 including Outlook, Teams & Sharepoint, Adobe Acrobat)
- Discretion and able to deal with sensitive and confidential information

Desirable

- Use of CRM software especially Salesforce system
- Project management skills

GENERAL REQUIREMENTS FOR ROLES AT HOMELESS LINK

Essential

- Willingness and ability to work outside normal office hours and travel within the UK
- 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

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| <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

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| <p>Expert/Technical Knowledge: Demonstrating best use of required knowledge in specified field ensuring continuous learning and development.</p> | <p>.</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 Governance & Executive Support Manager

SALARY SCALE (Pay Review Pending – April 26)

£43,090 - £48,527 per annum

£34,472 - £38,821 per annum for 28 hours per week

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

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

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 10.00 am on Monday 20th April 2026. Applications received after the published closing date will not be considered.

We plan to hold interviews on 1st May 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.