



Title:	Research Officer
Contract type:	1 Year Fixed-Term
Location:	Flexible, can be Hybrid (Min 2 days/week in our London Head Office) or Remote based
Starting Salary:	£38,040 pa (Hybrid) £33,762 pa (Remote)
Closing Date:	7.30am Monday 15 th June 2026
Interview Date:	To be confirmed

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 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 are looking to recruit a Research Officer to join our Policy and Research team. This is a varied role, supporting both longer-term strategic research and responsive research consultancy projects, including programme evaluations. The Research Officer will work closely with the wider Research team to collect, analyse and communicate evidence that informs policy, practice development and service improvement across the sector. This will include both quantitative and qualitative research and working with frontline services, partners and people with lived experience of homelessness.

The successful candidate will have a good foundation in quantitative and qualitative research, strong communication skills, and an openness to continuous learning and problem solving. This role would suit someone looking to build their experience in applied social research while contributing to evidence that supports a better response to preventing and ending homelessness.

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.

Lili Lainé
Senior Research Manager

1. Job Profile

Role Description

As part of the Social Change directorate, the Policy and Research team lead Homeless Link's evidence, policy influencing and thought leadership activities within the homelessness sector and beyond.

The research team generates robust evidence and practical insight to improve outcomes for people experiencing homelessness. We exist to:

- Contribute to the national evidence base needed to shape policy, challenge narratives, and advocate for system-level change; and
- Deliver applied mixed-methods social research that helps organisations, services, commissioners, and communities understand needs, experiences, and what works and use this insight to strengthen responses to homelessness.

The Research Officer will support the delivery of Homeless Link's research portfolio working across a range of strategic and commissioned projects. This may include sector-wide research, service and programme evaluations, learning reviews and projects exploring the experiences and outcomes of people experiencing homelessness. This role will involve supporting research design, data collection, analysis and reporting and working collaboratively with colleagues across Homeless Link, member organisations, commissioners, partners and people with lived experience.

PURPOSE

- To help strengthen our understanding of the causes and consequences of homelessness, service provision and effective practice through high-quality research and evaluation
- To support the delivery of both strategic and commissioned consultancy projects across Homeless Link's research portfolio
- To undertake qualitative and quantitative research in support of the wider Homeless Link research team
- To help translate evidence and insights into accessible findings and practical recommendations for change

ACCOUNTABILITY

The Research Officer will be part of the Policy and Research team and will report to the Senior Research Manager. The Research Officer will work closely with all members of the Policy and Research team and will also liaise regularly with other teams across the organisation.

LOCATION

This post can either be based in our London office or home-based with willingness to travel within the UK, and some overnight stays required.



Responsibilities

RESEARCH

- Support the delivery of varied portfolio of research and evaluation projects.
- Contribute to research design, including development of research tools, sampling approaches, fieldwork plans and analysis frameworks
- Collect, clean, analyse and interpret quantitative data from surveys, monitoring data and other sources
- Undertake qualitative research with people experiencing homelessness and frontline homelessness providers and partners, including interviews, focus groups or workshops
- Support the production of literature reviews, evidence summaries and briefings to inform project design and reporting
- Contribute to analysis and reporting, helping to identify key themes, findings and implications for policy and practice

COMMUNICATION AND INFLUENCING

- Establish and maintain effective communication and stakeholder relationships with Homeless Link members, project partners and other potential key stakeholders
- Contribute to well-written, clear and accessible reports, briefings, presentations and other outputs
- Present research findings to internal and external audiences where appropriate
- Work with the wider Research team to ensure findings inform Homeless Link’s policy, practice development, workforce development, consultancy and communications work

CONTRIBUTING TO THE BIGGER PICTURE

- Develop knowledge and understanding of available evidence and data related to homelessness and related areas

- Support the delivery of the Homeless Link Research Forum, bringing together those conducting research related to homelessness and facilitating the sharing of practice and knowledge
- Contribute to internal learning and knowledge sharing across Homeless Link
- Support partnership working with researchers, evaluators, academics, voluntary sector organisations and statutory partners

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

QUALIFICATIONS AND SPECIALIST KNOWLEDGE FOR THE ROLE

Essential

- Knowledge of qualitative and quantitative research design and associated methods in a social research setting
- Experience in working with data including data cleaning, data manipulation and data analysis
- Strong Excel skills, including working with datasets, basic analysis and data management
- Knowledge or experience of carrying out qualitative research, such as interviews, focus groups or workshops
- Understanding of ethical and data protection considerations when conducting research with people experiencing disadvantage, exclusion or trauma

Desirable

- Experience of using research, analysis and data visualisation software such as SPSS, R, NVivo, Power BI or equivalent
- Knowledge or experience of research involving people with people experiencing disadvantage, exclusion or trauma
- Knowledge of the current policy context in relation to homelessness, social exclusion, health and social care, or a related field

EXPERIENCE AND TRACK RECORD

Essential

- Experience of supporting the delivery of research and/or evaluation projects to a high standard and within agreed timelines
- Experience of analysing qualitative and/or quantitative data and presenting findings clearly and accurately
- Strong numerical and analytical skills, including the ability to interpret data from different sources
- Excellent written communication skills, including the ability to write clearly and accessibly for different audiences
- Good verbal communication skills, including confidence engaging with colleagues, partners and research participants
- Strong organisational skills, with the ability to manage competing priorities in a time-pressured environment
- Ability to work independently, use initiative and seek support when needed
- Confidence working collaboratively as part of a team and with external stakeholders
- Strong IT skills and ability to work effectively in a hybrid or remote-working environment

Desirable

- Experience of service evaluation, programme evaluation or applied research
- Experience of peer research, co-production and/or lived experience involvement in research design, delivery and analysis

- Experience of working with voluntary sector organisations, public sector partners or frontline services

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>		
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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 Research Officer

Home Based (Remote) £33,762 - £37,982 per annum

*travel within UK required and attendance at Head Office from time to time.

Office Based (Hybrid) £38,040 - £43,842 per annum

*at least 2 days a week to be spent in office as agreed with line management.

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

[For further information about working for Homeless Link follow this 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 7.30 am on Monday 15th June 2026. Applications received after the published closing date will not be considered.

Interview date to be confirmed.

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.