

Title:	Head of Innovation and Good Practice
Contract type:	Permanent
Location:	Remote or Hybrid – to be agreed (Hybrid working min 2 days per week in London Head Office)
Starting Salary:	£57,716.00 per annum
Closing Date:	8.00 am Monday 6 th July 2026
Interview Date:	Friday 17 th July 26. In-person in our 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.

This is an exciting opportunity to shape the future of homelessness services across England.

At Homeless Link, we believe that ending homelessness requires sector-wide high-quality practice, innovation and collaboration. As our new Head of Innovation & Good Practice, you will play a pivotal role in helping the sector respond to new challenges, improve service quality and deliver better outcomes for people experiencing homelessness.

You will lead our work to identify, develop and promote effective practice, ensuring that homelessness organisations have access to the knowledge, tools and support they need to deliver high-quality services. You will also help position Homeless Link as the leading source of expertise, learning and innovation for the sector.

This role offers an opportunity to influence practice at a national level while remaining connected to the realities of frontline delivery by Homeless Link members and the experiences of people affected by homelessness.

If you are a strategic leader who combines sector knowledge with curiosity, innovation and a commitment to continuous improvement, we would love to hear from you.

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

1. Job Profile – Head of Innovation & Good Practice

Role Description

JOB PURPOSE

To lead Homeless Link's work to define, evidence and promote good practice across homelessness services, strengthening the sector's ability to deliver effective, high-quality support.

The role is responsible for establishing sector standards, practice frameworks, guidance and insight that help organisations understand what good looks like and respond to emerging challenges and opportunities.

The postholder will position Homeless Link as the leading source of expertise, evidence and innovation on homelessness practice. Working closely with colleagues across the organisation, they will ensure that good practice is translated into accessible resources and influence sector-wide improvement.

The postholder will also work closely with colleagues leading our workforce, consultancy and In-Form services - defining, shaping and promoting practice standards to underpin Homeless Link's services to the sector.

ACCOUNTABILITY

The Head of Innovation & Good Practice reports to the Director of Social Change and leads the Innovation & Good Practice Team, currently comprising five staff.

The postholder is a member of Homeless Link's Leadership Team and contributes to organisational strategy, performance and culture.

LOCATION

Remote or office based with regular travel across England as required.

KEY OUTCOMES

Success in this role will mean that:

- Homeless Link is recognised as the leading authority on good practice in homelessness services.
- Our members and the wider sector have access to clear, evidence-informed principles, frameworks and guidance that define effective practice.
- Emerging innovation, research and lived experience are translated into practical insights that inform sector standards and approaches.
- Homeless Link's practice frameworks and resources are widely used and valued by providers, commissioners and policymakers.

- Homeless Link services support implementation of good practice and are informed by a strong and credible evidence base.

MAIN RESPONSIBILITIES

Practice Standards and Sector Guidance

- Lead the development and maintenance of Homeless Link's good practice frameworks, principles, standards and guidance.
- Identify, synthesise and communicate evidence on effective approaches to preventing and ending homelessness.
- Ensure sector guidance reflects emerging policy, research, innovation and lived experience.
- Oversee quality assurance activity that contributes to sector confidence in homelessness data, standards and practice.
- Work collaboratively with colleagues across Homeless Link to ensure organisational support services align with and reflect agreed good practice.

Innovation, Evidence and Sector Learning

- Identify and assess emerging practice, innovation and learning from across the homelessness sector and relevant sectors internationally.
- Evaluate and promote approaches that demonstrate potential to improve outcomes for people experiencing homelessness.
- Build and maintain mechanisms for gathering, analysing and disseminating sector learning and insight.
- Position Homeless Link as a trusted source of evidence, innovation and practice expertise.

Influence and Thought Leadership

- Engage members, people with lived experience and sector stakeholders to understand emerging priorities and challenges.
- Influence practice, commissioning and policy by promoting evidence-informed approaches and standards.
- Represent Homeless Link externally as a recognised authority on homelessness practice and service quality.
- Build strategic relationships with government, commissioners, providers, funders and sector partners.
- Ensure the voice of people with lived experience informs the development of standards, guidance and innovation priorities.

Leadership and Management

- Lead and develop the Innovation & Good Practice Team.
- Oversee the delivery, impact and sustainability of the Innovation & Good Practice portfolio of projects.

- Working with the Head of Development, develop new projects and funding opportunities that strengthen Homeless Link's role in shaping sector practice and innovation.
- Contribute to organisational strategy and leadership as a member of the Leadership Team.

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

Essential

Knowledge and Experience

- Strong understanding of homelessness, supported housing and related social policy, and what constitutes high-quality service delivery.
- Significant experience of leading strategic programmes, services or initiatives that have improved practice, quality or outcomes.
- Experience of using evidence, insight and stakeholder engagement to shape strategy, influence change and drive improvement.
- Successful track record of leading and developing teams and delivering results through collaboration and influence.
- Experience of building effective relationships with senior stakeholders, partners, funders, government or membership organisations.

Skills and Attributes

- Strategic and innovative thinker, able to identify emerging issues and translate them into practical action.
- Excellent communication and influencing skills, with the credibility to represent the organisation externally and engage at senior levels.
- Strong leadership and people management skills, with the ability to motivate, develop and empower others.
- Collaborative and inclusive approach, with a commitment to partnership working and lived experience involvement.
- Resilient, adaptable and outcome-focused, with the ability to lead through change and ambiguity.

Desirable

- Experience of innovation, service design, quality assurance, evaluation or organisational learning.
- Experience of fundraising, budget management and organisational leadership

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>
---	---	---

Role or Grade specific competencies

	<p>People Management & Development: Actively leading and creating an environment to enable individuals to achieve their maximum potential.</p> <p>Strategic Leadership: Developing and articulating the future direction.</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.

2. Employee Benefits

Salary Scale – Head of Innovation & Good Practice

£57,716 - £65,000 (Grade 5)

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

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

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 8.00am on Monday 6th July 2026. Applications received after the published closing date will not be considered.

Interview date Friday 17th July 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.