

Title:	Consultancy Coordinator
Contract type:	Fixed Term until 31 st August 2027 with possibility for extension.
Location:	Flexible, Hybrid (min 2 days per week at our London Head Office) or home based
Hours:	Full time – 35 hours a week
Starting Salary:	Office based (including London Weighting): £32,499 Home based: £28,221
Closing Date:	11.59pm, Thursday 23 rd July 2026
Interview Date:	8 th August 2026 (expected)

1. Introduction

Thank you for your interest in the Consultancy Coordinator position at Homeless Link. This application pack will provide you with detailed information about the role and our application process. Please don't hesitate to contact us if you need any clarification or have additional questions.

About Homeless Link

Homeless Link is the national membership charity for frontline homeless sector organisations in England. With more than 700 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.

About the Role

Homeless Link's Consultancy team works with organisations across the homelessness, housing, health and wider social and public sectors to improve services, strengthen organisational effectiveness and ultimately achieve better outcomes for people experiencing homelessness.

As Consultancy Coordinator, you will play a central role in supporting the successful delivery of our consultancy projects. Working closely with Consultancy Managers, Associates and clients, you will provide high-quality administrative and coordination support across a diverse portfolio of projects, helping to ensure they are delivered efficiently, professionally and to a high standard.

Reporting to the Head of Consultancy, you will be responsible for maintaining project records, coordinating meetings and documentation, supporting project planning and monitoring, and helping to manage relationships with clients and Associates. You will also support tender development, consultancy marketing activities and ongoing improvement of team systems and processes.

This is an exciting opportunity to join a growing Consultancy team and develop your skills in project coordination, stakeholder engagement and consultancy operations, while contributing to Homeless Link's mission to end homelessness.

What We're Looking For

We are looking for an organised and proactive individual with excellent administrative, communication and coordination skills. You will be confident managing multiple priorities,

maintaining accurate records and supporting projects involving a range of internal and external stakeholders.

The successful candidate will have strong attention to detail, excellent IT skills and the ability to work both independently and collaboratively as part of a busy team. You will be comfortable coordinating meetings, tracking actions, managing project documentation and supporting the delivery of consultancy projects from inception to completion.

Experience of project administration, stakeholder engagement or working within a consultancy, charity or membership environment would be advantageous. An understanding of the homelessness sector is welcome but not essential.

Our Commitment to Diversity

We are actively working to increase diversity within our organisation and would particularly welcome applications from people with lived experience of homelessness, from Black, Asian and minority ethnic backgrounds, and/or people with disabilities. We believe diverse perspectives strengthen our work and help us better serve the communities we support.

Next Steps

We encourage you to read through the full job description and person specification carefully. If you believe your skills and experience align with what we're looking for, and you're passionate about our mission, we would love to hear from you.

Thank you for considering this opportunity to join our team in working towards a future where everyone has a safe place to call home.

We look forward to receiving your application.

Jeremy White

Head of Consultancy

Role Description

PURPOSE

- To provide high-quality administrative and operational support to the Consultancy team, ensuring the effective coordination and delivery of consultancy projects.
- To support the development, implementation and continuous improvement of systems and processes that enable efficient project management, reporting and client engagement.
- To maintain accurate project records and support the monitoring of consultancy activity, helping to demonstrate impact and contribute to the achievement of Homeless Link's strategic objectives.
- To support positive relationships with clients, Associates and other stakeholders, helping to ensure the successful delivery of consultancy services across the homelessness and related sectors.

ACCOUNTABILITY

The Consultancy Coordinator will be in the National Consultancy Development team, reporting to the Head of Consultancy.

LOCATION

We offer a flexible working policy, and as such, this role could be performed remotely or based at our London Office (Aldgate EC3N). Some travel elsewhere in the country may also be required.

MAIN RESPONSIBILITIES

Consultancy Project Support

- Manage statement of work returns across the Associate team and coordinate collection of data and stakeholder engagement reports.
- Maintain accurate and up-to-date Salesforce records for all consultancy projects across the Consultancy team.
- Organise for signature and return of consultancy agreements.
- Provide administrative support for project management processes and procedures.
- Coordinate regular project management and progress check-ins with clients.
- Oversee minutes and action logs for all Consultancy team meetings and other meetings as required.
- Develop draft project agreements, statements of work and milestone plans for all consultancy projects.
- Organise internal project team meetings, client inception meetings based on staff and stakeholder availability.
- Coordinate tender development meetings and related administrative requirements.
- Support the administration of Associate onboarding.

Project Coordination Support

- Assist with facilitating client inception meetings and progress meetings including setting dates, booking rooms, taking minutes, and circulating papers.
- Provide administrative support for consultancy marketing and communications.

- Assist with the preparation of project reports and data collation.
- Support the collection of regular data from consultancy projects through Salesforce and Excel-based reports.

General Administrative Support

- Respond to routine enquiries from clients and Associates.
- Provide administrative support to Consultancy Managers and Associates during project delivery.
- Assist with the production of stakeholder consultation, engagement and information materials.
- Support the coordination of learning and good practice sharing activities.

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.
- Flexible working will include occasional travel in England and some out of hours work/overnight stays.

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

- Strong administrative and organisational skills with attention to detail.
- Strong IT skills
- Proficient use of Microsoft Office including Word, Excel and PowerPoint.
- Excellent numerical skills.
- Excellent written and verbal communication skills.

Desirable

- Knowledge of project coordination and administration processes and best practices.
- Understanding of financial reporting and monitoring requirements.
- Knowledge of homelessness issues and the homelessness sector in England.
- Experience with CRM systems such as Salesforce.

EXPERIENCE AND TRACK RECORD

Essential

- Experience in administrative roles requiring high levels of accuracy and attention to detail.
- Experience coordinating meetings, events or workshops.
- Experience using IT systems for data management and reporting.
- Proven ability to manage multiple tasks and priorities effectively.
- Strong written communication skills including report writing and correspondence.
- Ability to work independently and as part of a team.

Desirable

- Experience working supportively with internal and external stakeholders.
- Experience in administration or project coordination.
- Experience working in the voluntary or charity sector.
- Experience working in social enterprises or consultancy-related businesses.
- Experience supporting funding applications or tender management processes.
- Experience in taking minutes and maintaining action logs.

GENERAL REQUIREMENTS FOR ROLES AT HOMELESS LINK

Essential

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

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

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 Consultancy Coordinator

Hybrid £32,449.00 - £36,601 per annum

Remote £28,221.00 - £31,741 per annum

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

For further information 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 11.59pm Thursday 23rd July 2026. Applications received after the published closing date will not be considered.

We plan to hold interviews on 8th August 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.