

Title:	Systems & Platforms Manager
Contract type:	Fixed term 12 month contract
Location:	Flexible to be agreed, Remote based or Hybrid (Min 2 days per week in London Head Office) Occasional travel will be required
Starting Salary:	£49,230.00 pa (Hybrid) £44,952.00 pa (Remote)
Closing Date:	7.00am on Monday 3 rd August 26
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.

As part of the National Workforce Programme, funded by the Ministry of Housing, Communities and Local Government, Homeless Link are creating a number of new resources for the homelessness sector. These resources will use a variety of digital tools and databases, including a learning management system, training delivery software and many data sets. Our goal is to make working in homelessness an attractive career choice and help achieve a highly skilled, professionalised, valued and stable workforce.

To support us with this, we are looking to appoint a manager for our digital systems and platforms. This person will own and manage a portfolio of business-critical platforms, acting as the bridge between vendors, internal stakeholders and the technical staff. They will ensure existing systems run reliably and evolve with business needs and manage new system implementations.

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.

James Cannon
Head of Data Systems & AI

2. Job Profile

Role Description

As part of the National Workforce Programme being funded by the Ministry of Housing, Communities and Local Government, Homeless Link are creating many resources for the homelessness sector. These resources will use a variety of digital tools and databases, including a learning management system, training delivery software and many data sets. Our goal is to make working in homelessness an attractive career choice and help achieve a highly skilled, professionalised, valued and stable workforce.

To support us with this, we are looking to appoint someone to manage our digital systems and platforms. This person will own and manage a portfolio of business-critical platforms, acting as the bridge between vendors, internal stakeholders and the technical staff. They will ensure existing systems run reliably and evolve with business needs and manage new system implementations.

Accountability

The post holder will be a member of the Data Systems team. They will work closely with colleagues across all areas of Homeless Link, as well as key external stakeholders such as suppliers and partner organisations. They will report to the Head of Data Systems & AI.

Location

The post can be office or home based. Occasional travel will be required.

MAIN RESPONSIBILITIES

Platform Ownership

- Act as the named owner for each system.
- Build strong relationships with teams relying on these systems
- Manage user access, licences, and platform settings across all systems.
- Resolve simple issues and escalate when needed.
- Identify new platforms where a need arises and lead system implementations, upgrades and migrations.

Integration Management

- Own and document integrations between platforms, understanding data flows and dependencies.
- Troubleshoot integration failures and coordinate fixes with vendors or internal developers.
- Evaluate and implement new integrations as business needs evolve.

Supplier & Vendor Management

- Manage supplier relationships day-to-day, acting as the primary point of contact.
- Conduct regular supplier reviews and hold vendors accountable to performance standards.

Project Management

- Plan, manage and deliver system / platform projects end-to-end, ensuring they are completed on time, within scope and on budget.
- Develop and maintain detailed project plans, including timelines, resource allocation and risk registers, adapting as needed to keep work on track.
- Lead and coordinate cross-functional teams and stakeholders, facilitating regular progress updates, managing expectations and resolving blockers promptly.
- Monitor and report on project performance, using relevant tools and frameworks to track milestones, flag risks and provide clear updates to senior leadership.

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

QUALIFICATIONS AND SPECIALIST KNOWLEDGE FOR THE ROLE

Essential

- Effective project management skills with the ability to prioritise and manage deadlines and work across multiple workstreams at the same time.
- Excellent problem solving and time management skills.
- Excellent communication skills, with an ability to communicate clearly and concisely with a variety of stakeholders (technical and non-technical).
- Keen attention to detail.
- Comfortable working with system integrations and APIs at a functional level (not necessarily a developer, but able to understand the technical side of them).

Desirable

- Familiarity with other SaaS platforms (HireServe, Fathom, SurveyMonkey, Zoom, etc.)
- Understanding of data governance and data quality principles
- Understanding of the needs of individuals experiencing homelessness and of voluntary organisations and local authorities providing services to them.
- Knowledge of homelessness and/or supported housing.

EXPERIENCE AND TRACK RECORD

Essential

- Demonstrable experience owning or administering SaaS platforms.
- Experience working with the Salesforce platform.
- Experience stakeholder management, building and maintaining successful relationships.
- Experience of working with external technology partners, managing vendor contracts and supplier relationships.
- Proven track record of end-to-end delivery of larger projects.

Desirable

- Experience with integration tools like Zapier, make.com, or similar
- Experience of working in the homelessness sector.

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
Personal Effectiveness: Demonstrating effective working practices, striving to deliver high performance	Teamwork: Working cooperatively, building and nurturing strong relationships within and outside the organisation.	Resource and 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 and Innovative Thinking: Generating and developing imaginative and innovative solutions and opportunities.

Role or Grade specific competencies

Expert/Technical Knowledge: Demonstrating best use of required knowledge in specified field ensuring continuous learning and development.		Business & Commercial Acumen: Demonstrates understanding of the commercial environment, identifying and developing business opportunities.
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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.

3. Employee Benefits

Salary Scales for Systems & Platforms Manager

Home based: £44,952 - £49,997 per annum

Hybrid : £49,230 - £54,857 per annum

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](#)

4. 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 7.00 am Monday 3rd August 2026. Applications received after the published closing date will not be considered.

Interview dates 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.