

## JOB DESCRIPTION

Job title:	Director (Maternity Cover)
Location:	Housing Matters (Bristol), Bristol, BS5 (part homeworking available)
Accountable to:	Chair of the Board of Trustees
Direct reports:	Advice Service Lead and Operations Lead
Hours and leave:	Full time/1 FTE 25 days + Bank Holidays (part time and consultancy options available).
Contract type:	Fixed Term
Salary:	£44,428 - £48,474 (dependent on experience)

### Who we are

Housing Matters is a specialist housing advice, support and advocacy charity in Bristol. Over the last five years, the organisation has undergone significant growth and change, most notable increasing its team from four to 11 and undertaking a thorough rebrand.

We believe quality housing is a human right. We're here to give anyone in and around Bristol the knowledge and support they need to live in safe, secure homes. We work tirelessly with clients, offering both brief guidance, holistic support and long-term casework. We amplify clients' voices to influence housing policy and empower people to fight for the home they deserve.

### Our vision

Our vision is a society where everyone has a place, they're happy to call home.

### Our mission

We are experts in housing advice, support and advocacy, here to help the people of Bristol and beyond navigate the path to a safe and secure home. We aim to find unique, long-term solutions for our clients, whatever their needs.

### Our values

People First – Informed – Dedicated – Inclusive – Resourceful

**Role Summary:** As the senior staff member of an ambitious charity, you will be responsible for both oversight of the day-to-day running and strategic development of the organisation. Supported by the Senior Leadership Team, you will represent Housing Matters at local forums, groups and networking events, with the focus of pushing forward the organisation's strategic goals, creating fundraising opportunities and developing new and existing partnerships. You will motivate and support our small, close-knit team; ensure our services are delivered to the highest standard; and inspire confidence in service users, partners and funders as we continue to develop.

## Responsibilities

### Strategy

Stay abreast of developments in housing and homelessness including policy and practice, legislation, emerging trends and patterns and the reasons for these.

Proactively identify and explore opportunities for service/organisational development.

Represent Housing Matters with partners and funders, raising the charity's profile, fostering positive relationships and wherever possible influencing decision making, policy and practice for the benefit of our service users.

Be the intersection between the Board and staff team, attending Board meetings and arranging or attending other meetings or events as necessary.

### Leadership and Management

Have full accountability for the Advice Service, working with the Advice Service Lead to ensure that the Advice Service is delivered to the highest standards, overseeing monitoring and evaluation processes, learning and improvement.

Directly manage the Senior Leadership Team (SLT), Advice Service Lead and Operations Lead, facilitate fortnightly SLT meetings and 3 month supervision and annual appraisals for these roles.

Responsible for setting organisational culture, promoting a healthy and flexible working environment for all staff (9), and responsibility for the Health and Safety and safeguarding of all staff, volunteers and users of the Advice Service.

### Operations & Finance

Oversee the annual accounts with external bookkeeper, auditors/independent examiners, and Board Treasurer.

Set and/or authorise payments as necessary incl. payroll and payment runs in absence of the Operations Lead.

### Fundraising

Coordinate with external fundraising consultant, support the agreed fundraising strategy and input into fundraising bids for trusts and foundations.

Lead on creating and maintaining opportunities regarding income through Charitable Activities, e.g. training and partnership projects.

### Partnerships and Projects

Manage partnerships: Early Doors, Boost, Aashayana and new/emerging partnerships. Management includes, assuring timely reporting, facilitating/attending partnership meetings and steering groups. Oversee projects: Homefull (managed by ASL) .

Create and develop relationships with other charity leaders inside and out of the advice sector. Negotiate and navigate new partnerships and project ideas.

### Networking & Influencing

Chair the quarterly 'Housing Roundtable' event with other housing advice agencies and BCC housing team.

Sit on the steering group for the Bristol Homelessness Forum (BHF), and attend bimonthly BHF events, where unable to attend, coordinate cover from another senior member of HM team.

Sit on the Board of Trustees for ACFA the advice network (currently Secretary role, but not mandatory to take a specific officer role if capacity doesn't allow).

Chair/minute taking for quarterly ACFA membership meetings.

### Governance

Draft the Trustees' Annual Report and Accounts, delivering in timely manor and highlighting key strategic achievements and impact from the previous financial year.

Work with Trustees and other colleagues as appropriate to set an annual budget for the service and ensure the production of regular reports to monitor financial performance.

### General responsibilities

Work within Housing Matters policies and procedures, including equal opportunities, health and safety and confidentiality.

Work collaboratively with staff, volunteers, interns and trustees of the charity and with specialist consultants/suppliers who may from time be contracted for the purposes of providing specialist support.

Maintain up-to-date knowledge and skills required for the role, undertaking training as agreed by the Trustee Board.

Undertake such other duties as may be required.

## Person Specification

ESSENTIAL	DESIRABLE
<b>Experience</b>	
Voluntary sector leadership experience	
Experience of implementing strategies, business plans, and policies	Experience of working in a local advice service focusing on housing, welfare, immigration or a related issue
Experience of managing, supporting and motivating a team to achieve agreed outcomes	Experience of growing and developing a small organisation
Experience of partnership development and collaborative working	Experience of budget setting, management and monitoring
Experience of service/project development	Fundraising/income generation experience
<b>Skills</b>	
Able to build and nurture collaborative relationships and partnerships at different levels including in the local community	
Able to think, plan and act strategically, whilst also providing day to day operational leadership and oversight	
Able to communicate and connect effectively with a wide range of people, organisations and audiences	
Excellent verbal and written communication skills, numeracy and IT skills	
<b>Knowledge/Understanding</b>	
A demonstrable understanding of and commitment to the vision, values and objectives of Housing Matters	Working knowledge of housing and homelessness law, including latest developments and policy change
Empathy and compassion for people experiencing housing crisis/insecure housing and/or social exclusion	Understanding of the causes of homelessness and the issues often facing those experiencing housing crisis
A strong grasp of voluntary/charity sector funding.	A good understanding of the housing and homelessness issues related specifically to Bristol and the surrounding areas.
An understanding of governance structures in the not for profit sector and the role of trustees and/or non-executive directors	

Behavioural competencies/attributes	
Demonstrable integrity and professionalism at all times and in all situations when representing Housing Matters	
Participative and inclusive management style.	
Creative and agile - able to proactively identify opportunities and act upon them.	
Flexible - able to recognise and respond positively to the need for change.	
Resilient and robust – able to work in a complex environment and manage stress/ high pressure situations with maturity and professionalism.	
An understanding of and commitment to equality of opportunity, respect, openness and fairness in all aspects of Housing Matters activities.	