



## Job Description and Person Specification

### Director

September 2021

#### Terms:

Reports to:	Chair of the Trustees
Line management:	6 staff
Hours of work:	Permanent appointment - 1.0 FTE (37.5 hours)
Salary Range	£45 – 50,000 per annum
Annual leave:	25 days plus bank holidays
Based at:	E5/8 with the ability to work flexibly from home on some days. However, this is essentially a hands-on role

#### Background:

Founded 25 years ago, Hackney Doorways provides routes out of homelessness for people in need in Hackney by working with the community to provide warmth and shelter to homeless guests and to support them in rebuilding their lives. For the past 25 years the charity has operated a roving winter night shelter known as Hackney Winter Night Shelter supported by over 250 volunteers each year. Find out more about our work at [www.hwns.org.uk](http://www.hwns.org.uk)

The past year has been challenging due to the COVID-19 pandemic. This has had a significant impact on our shelters, guests and how we deliver our services, but we were able to remain open to guests, albeit with restricted numbers, throughout. Under our current interim director's leadership, we have successfully moved away from a roving night shelter model onto a static building-based model. We currently have one female shelter and one mixed gender shelter. We are now looking for a director to lead the team and advance the strategic direction for the next phase in the Charity's development. This is a critical time for us and we need someone who is a strong leader with the ability to lead the charity through a significant period of change as well as raising funds for the charity, and lead on our search for a permanent shelter building.

#### The Role:

The focus of the job will be operational delivery through management of staff and resources, networking with partner agencies, raising income, and liaising with the Board.

A key aspect of this role is to ensure implementation of our strategy and establishing an all-year round permanent static shelter, as our current premises are on relatively short-term leases. The shelter is run by staff supported by trained local volunteers and we take referrals of low-risk guests. The charity is in a healthy financial position despite a pause in community fundraising, but securing income from grants, fundraising and donations will be critical going forward.

The role reports directly to the Board of Trustees.

## **Key Responsibilities:**

### **Leadership, Management and Governance**

- Lead and manage the staff team and provide clear leadership to the organisation, including its volunteers.
- Lead and ensure the development and delivery of annual business and operation planning
- Lead and manage the HR function, including staff recruitment, supervision and management, staff and volunteer training and development and HR administration
- Be responsible for delivery of the support service (by 2 Advocate Workers), management of both shelters and the continuing search for a new permanent property in Hackney in line with our strategy
- Ensure tasks are delegated to staff, volunteers and trustees
- Ensure robust systems development in line with our strategy
- Ensure Policies and Procedures are current and reviewed in line with our document control method
- Provide advice and guidance to the Board as required including risk management

### **Financial Management and Fundraising**

- Responsibility for effective financial management of the charity, including all income generation and expenditure
- Identify and secure a healthy pipeline of funding income from funders, donors and supporters
- Oversee applications to funders - trusts and foundations and government funds
- Provide regular financial monitoring reports to the Trustees, working with Treasurer
- Maintain and administer systems for financial management and accounting.
- Liaise with payroll provider, pensions provider and HMRC.
- Oversee day-to-day financial administration, banking and any financial processes carried out by staff
- Maintain high quality grant management and donor reporting

### **Stakeholder management**

- Network and sustain good working relationships with a wide range of stakeholders, including council members and officers, funders, partner agencies, supporters, faith and community leaders and the local business community at large.
- Maintain good awareness of local services and develop partnerships with other providers and groups, where appropriate.

- Ensure the charity is represented at key meetings, including homelessness forums.
- Maintain relationships with funders ensuring timely submission of grant monitoring reports.
- Ensure the charity has an effective annual communications plan and aligned marketing activity to support and realise strategic goals, including clear, consistent and effective messaging to engage stakeholders

### **Resources management, including IT and office**

- Take overall responsibility for resources and office management, including office equipment, IT, leases, insurance, and contracts etc.
- Oversee the management of effective guest, donor, supporter, and volunteer data bases
- Working with external partners to ensure secure systems and data capture is secure effective knowledge management is in place

### **Other**

- Responsible for Health and Safety, Data Protection (GDPR), Equality and Diversity.
- Act as the Safeguarding Lead for the charity.
- Maintain administrative processes
- Any other duties that may be commensurate with the role.

### **Person Specification**

#### **Experience**

Significant senior management experience, preferably in the not for profit sector

Experience of working with vulnerable adults, but not necessarily in the homeless sector

#### **Knowledge**

Awareness of the needs and challenges of working with homeless and/or vulnerable people

Knowledge of charity governance including legislation that relates to charities

#### **Skills and abilities**

Excellent communication skills

Fundraising skills with trusts and foundations

Experience of leading and managing people taking a participatory approach

Sound financial skills and experience of budget management

Ability to build rapport with people from different social, cultural and ethnic backgrounds

Understanding of monitoring and evaluation/impact measurement and ability to report to donors

Experience of working with a board of trustees and knowledge of good governance

A strong commitment to the purposes and values of Hackney Doorways including diversity and social inclusion

Experience of volunteer recruitment and ongoing development

**It would be advantageous to live within easy traveling distance of the Hackney shelters**

**How to apply:**

Hackney Doorways is committed to equality and diversity and we encourage applications from all backgrounds but particularly from those who have lived experience of homelessness.

Please submit a CV and a maximum two-page covering letter to [jobs@hwns.org.uk](mailto:jobs@hwns.org.uk) explaining:

- Your interest in applying for the role, and
- Your relevant experience as per person specification outlined above

For a confidential, informal chat about the role contact Henry Brown on mobile 07736 160281 during office hours

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