

Greater Change - Operations Officer

We are looking to appoint an Operations Officer to lead on the operational delivery of our partnerships and contracts. You will report to the Head of Operations and you'll be a central part of our Services team.

You will manage delivery of our partnerships end to end - from mobilising a new partnership, through receiving, reviewing, and processing referrals, to managing spend across the year and shaping what happens at review and renewal. You will know those contracts better than anyone else at Greater Change, and you will be the person our partners and colleagues come to. That means you will be the expert in your partnerships - how your contracts run day to day, when to challenge a partner, proactively troubleshooting and problem solving, adapting processes, constantly seeking improvements and driving success. You'll also be at the forefront of carrying and teaching our ethos of personalised budgets. Partners and their support workers learn what personalised budgets are from you, so you'll play a key role in supporting frontline teams to develop skills and learning.

The ideal candidate is someone who is a proactive problem-solver, enjoys taking initiative to get things done, highly organised, confident in communicating to partners and at ease delivering presentations. We're looking for people who are committed to our ethos, restless for change and want to be part of an innovative solution to ending homelessness for good.

Our Values

• Trust & Support • Growth & Development • Passion with Boundaries	• Clarity & Communication • Emotional Security & Maturity • Impatience for Change
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Main Responsibilities

1. **Lead delivery of our partnerships and contracts end to end** — from mobilisation through delivery to review — owning and developing relationships with multiple partners at once.
2. **Manage referrals end to end** - liaise closely with support workers in partner organisations to progress referrals and resolve questions, providing financial case planning support, approving personalised budgets, and releasing funds promptly and accurately each week.
3. **Process weekly payments and maintain accurate financial records** - ensuring compliance with internal controls.
4. **Own partnership performance** - tracking contract spend, spotting under- or over-spend early, driving success and troubleshooting challenges.
5. **Onboard, train, and support partner charities** - including scoping calls, delivery of training sessions, workshops, and bespoke support and resources.

6. **Contribute to how new contracts are designed and scoped** - bringing what you know from delivery into partnership development.
7. **Produce reports** - prepare operational and monitoring reports for partner organisations, local authorities, and other stakeholders.
8. **Maintain accurate and up-to-date records** on our CRM to track referrals, case progress, and outcomes.

Essential Skills, Knowledge and Experience

- Strong organisational skills with the ability to hold several programmes at once, prioritise workload and meet deadlines.
- Excellent attention to detail with a consistent focus on accuracy and process.
- Proven partnership-building skills, with the confidence and ability to build new relationships and maintain existing partnerships.
- Confident public speaker, with experience delivering presentations and facilitating onboarding sessions, workshops, online drop-ins, and training sessions.
- Proactive approach to communication, including confidence in picking up the phone, engaging support workers, and visiting partner organisations in person.
- Comfortable with numbers, able to track spend against budgets and use Google Sheets/Salesforce to monitor programme delivery .
- Experience writing reports, collecting and analysing data, and communicating findings to a range of stakeholders.
- Demonstrable passion for, and commitment to, disrupting the current housing system and ending homelessness for good.

Personal Attributes

- Take initiative with a can-do attitude - you take steps to resolve issues proactively.
- Willingness to roll up your sleeves — Greater Change is a hands-on environment.
- Show high and positive energy levels - you thrive when working at pace.
- Proactively invite feedback, and you are curious about other people's ideas.
- Strong team player who takes collective responsibility.
- Genuine belief in unconditional, person-centred support for people at risk of or experiencing homelessness.

Desired Skills, Knowledge and Experience

- Previous experience working in the housing and/or homelessness sector, either at charities, local authorities or similar.
- Previous experience managing and tracking cases, especially supporting vulnerable clients to reach their goals or a positive outcome.
- A good understanding of the housing system, homelessness, benefits processes and services which support people who are precariously housed.
- Strong IT skills in particular G-Suite, Canva and Microsoft Office.
- Experience using CRM systems, in particular Salesforce.

We welcome applications from candidates with lived experience of homelessness.

Why Join Us?

Compensation

- £33,275.44
- Up to 5% pension matching

What we offer

- Hybrid working model at home and in the office - we are an outcomes driven team, so we want you to work in the way that's most productive for you.
- 9 day fortnight (every alternate week is a 4 day week).
- Macbook or PC.
- A work from home budget of up to £250 to buy what you need for your home setup.
- Frequent team lunches, and quarterly team activity days.
- Training budget of £800/year, to upskill on anything directly related to your work.
- A remote working allowance of up to 10 days per year (pro rata).
- A wellbeing budget of £400/year (pro rata). You can spend it on therapy, the gym, a meditation retreat, whatever helps your wellbeing.

How to Apply

If you are ready to help drive change and play an integral role in shaping the future of Greater Change, we would love to hear from you.

Please send your CV and a Covering Letter to hiring@greaterchange.co.uk

Your Covering Letter must outline how you meet the Essential Criteria listed above, as well as any relevant desirable skills, experience and knowledge. Please demonstrate how you reflect our core values and personal attributes throughout your application.

Application Deadline	Monday 16th November, 9am
Interview Date	Anticipated w/c 23rd or 30th November
Test	Shortlisted applicants will be required to complete an exercise ahead of the interview.

If you have any questions about the role or the application process, please contact hiring@greaterchange.co.uk.