



Head of Accommodation

Recruitment Pack

November 2024

A message from our Chief Exec

Thank you for your interest in this key new role to develop our accommodation services at Boaz Trust. I hope that this pack will give you all the information that you need to help you decide whether to apply for this post or pass on to someone else who you think might be interested.

The Boaz Trust is a Manchester-based charity founded 20 years ago by Dave Smith as an outworking of his Christian faith. This reflected his desire to see some of the most marginalised people in our communities' access safety, justice, hospitality and kindness. As a provider of shared accommodation and specialist support for refugees and people seeking asylum, the Boaz Trust has grown significantly since 2004. Last year we provided trauma-informed and person-centred support for more than 200 people facing homelessness after seeking safety in the UK through our floating support and properties that we manage.

This new role will be a key part of our strategy to increase our capacity to provide accommodation for more people in the Greater Manchester area. This will build on our experience of providing both housing-focused and floating support for people who have recently been granted refugee status, as well as those who have been refused asylum and who are facing homelessness.

In the current climate, this work is needed more than ever. We are therefore looking for an experienced and dynamic leader to develop our accommodation services. The ideal candidate will have experience of managing accommodation services (including shared housing), can manage a team of staff and contractors, and can build excellent relationships with a wide range of stakeholders, to increase impact and sustainability. If this sounds like it might be you, please read on – we can't wait to hear from you!

We have tried to make this application pack and recruitment process as clear and transparent as possible, but if you have any questions or would like an informal discussion with us, please get in touch with my colleague Julian Prior on julianprior@boaztrust.org.uk

With kind regards,

Ros Holland
Chief Exec

If you require this pack in another format please contact us. Likewise, if you require any reasonable adjustments during the recruitment process please make us aware of these as soon as possible.

We take our commitment to your privacy & dignity seriously and will handle your data in line with our Privacy Policy and Job Applicant Privacy Notice, both of which can be found on our website.

Our work

“Housing is the key. Nothing else is possible without a roof over your head.”
(Aimee, previously supported by Boaz)

The Boaz Trust is the only dedicated provider of accommodation and support for people who are facing homelessness and destitution because of their insecure, unclear, or recently changed immigration status in Greater Manchester.

Over the last 20 years, our accommodation provision has included shared houses, emergency winter night shelters for men and women, and a hosting scheme. We are currently managing a portfolio of 17 houses of multiple occupation in partnership with Arawak Walton Housing Association. We lease properties from private supporters, a housing association, a charity and we own one house. People in our accommodation with refugee status pay rent; however, our people that have been refused asylum do not, as they have no recourse to public funds and are not allowed to work.

We offer holistic, person-centred and trauma informed support to people who have had their asylum claims refused and those who have been granted refugee status. Through our Floating Support work, funded by Greater Manchester Combined Authority (GMCA), we can work with others who have become homeless because of their insecure immigration status. We take a holistic and preventive approach to homelessness through partnership working between local authorities, faith communities and other voluntary sector groups.

Our experienced support team work with people who are facing homelessness because of their immigration status, helping them to identify pathways out of the situation that made them homeless in the first place. We also ensure people are able to meet their basic needs and have access to medical care and legal advice.

We speak up with and for people seeking asylum and people granted refugee status, and advocate for their rights, as we are passionate about working to create a just and compassionate asylum system.

You can read much more about our work including stories from people supported by Boaz over the years on our website (www.boaztrust.org.uk).



The Role

The Head of Accommodation will play a crucial role in leading the delivery and development of our accommodation services. This is a new role that has emerged from a commitment to significantly increase our capacity to accommodate more people over the coming years and develop new partnerships to ensure we work collaboratively, focussing on our strengths and building a more sustainable service.

We want to increase our income from housing for people with refugee status and so this role will lead this strategy to maximise revenue and growth which may include securing Exempt Accommodation Status with Local Authorities (LAs) in Greater Manchester, either directly or through mutually beneficial partnerships.

The current housing support team consists of three support workers (who will continue to be line managed from within our support team) and one Housing Officer. The Head of Accommodation will need to grow this small team as revenue allows. They will be part of a Leadership Team and will report directly to the CEO.

The successful candidate will oversee all expenditure of the housing department to ensure value for money with an appropriate balance between investment, quality and prudence. They will ensure all properties are appropriately compliant with relevant regulatory requirements, so that risk is managed appropriately. The Head of Accommodation will optimise the balance between accommodation for people with and without refugee status for sustainable long-term growth of both. In partnership with the CEO, they will develop strategic relationships with GMCA, LAs, Housing Providers and other VCSE organisations to maximise opportunities to provide accommodation for refugees and people seeking asylum in Greater Manchester.

We are looking for someone who has highly relevant experience and knowledge, who is good with managing people and fostering external relationships, as well as getting involved in the day-to-day delivery of housing management in a small team. Our ideal candidate will have a proven track record in providing proactive housing management and has ambition and drive to build on our experience and reputation.

This role involves working with people who are often in very precarious situations, and we are therefore looking for someone who has high emotional intelligence, great communication skills, and an understanding of the challenges that people granted refugee status and those still seeking asylum face in securing safe and affordable accommodation.

Diversity, equity and inclusion are important to us at Boaz Trust and we are working to improve in these areas across the organisation. We welcome applications from people of all backgrounds.

Working at Boaz

Our purpose, vision & mission

Our **vision** is that people who seek safety in the UK are welcomed here and are free to live life in all its fullness.

Our **mission** is:

- to provide accommodation and support for people seeking sanctuary in Greater Manchester and the surrounding areas.
- to use what we learn through our work to challenge and change the unjust systems that cause destitution, both locally and nationally.

Our organisational values

Our organisational values define how we seek to work as an organisation. We are:

Christ-centred (rooted in the teachings of Jesus Christ, we seek to serve those who are marginalised by society)

Excellence (we strive for professional excellence with integrity in all our working practices)

Empowering others (we want to see the people we work with, volunteers, staff and supporters,, equipped and released to discover meaning and purpose in their lives.)

Restless for justice (we shine a light on injustice, especially where people seeking sanctuary are treated unfairly and we will fight to see change happen)

Servant-hearted (we adopt an attitude of service within the organisation and beyond, putting the needs of others before our own)

Generous (we extend a welcome to all we meet, sharing hospitality, kindness and love, and treating everyone with dignity, regardless of their background)

Our competency framework

Our competency framework shows what we should see and experience when these values are lived out:

Valuing people: Seeing and affirming the dignity and worth of all those we encounter with generosity and genuine respect and compassion.

Team orientated: Valuing being part of a team, working sensitively and collaboratively in support of our individual and shared responsibilities.

Working strategically: Taking smart approaches to all aspects of our working life to increase the effectiveness, flexibility and sustainability of our individual work and the wider work of Boaz.

Prizing thriving: Learning how we can support our health in all senses to flourish in life and navigate the hard times more effectively, supporting others to do the same.

Championing Boaz & the vision: Acting as a representative of Boaz and the people we support in our 'external world' to increase awareness and support, and to seek positive change.

Focused on growth: Recognising that development is an ongoing state by taking responsibility for our own individual growth and supporting the wider growth of the team.

Seeking excellence: Being motivated and enthusiastic to see all aspects of Boaz life improved, both in our individual work and also wherever we have influence and can support others and the organisation to be better.

How to apply

To apply, please send your CV with a covering letter (of no more than 2 pages) to jobs@boaztrust.org.uk

Your covering letter should be tailored to the Person Specification, highlighting how your skills, abilities, and experience match the requirements of the role. We will assess applications against the Person Specification and shortlist candidates based on their ability to demonstrate the essential criteria. Please note that your covering letter will be a key factor in the shortlisting process.

Note: you must have permission to work in the UK and we will ask about any criminal convictions (though disclosure will not automatically lead to the withdrawal of any job offer) and take up a basic DBS check on the successful applicant.

Important dates

Deadline for applications:

9am, Monday 9th December 2024

Panel interview (in person at the Boaz office):

Week commencing Monday 16th December 2024



Job description

Job title:

Head of Accommodation

Location:

A hybrid of working from home, the office base in Manchester and at various accommodation sites across Greater Manchester as required. Occasional travel to other stakeholder meetings nationwide will also be required

Salary:

£37,273 to £42,206 per annum (Band A) dependent on experience and suitability (annual cost of living review pending April 2025)

Hours of work:

37.5 hours per week, usually worked from Monday–Friday. Occasional evening and weekend work may be required

Holidays:

25 days per annum, plus statutory / bank holidays, plus office closure between Christmas and New Year

Responsible to:

Chief Executive

Contract length:

Permanent following successful completion of a 3-month probation



Role Responsibilities

Property management – Procurement, maintenance, furnishing and safety of properties including;

- Regulatory – Compliance with all current and future regulatory requirements affecting landlords and managing agents including (but not limited to) licencing, gas and electrical certification, fire safety etc.
- Maintenance – to ensure a system of maintenance, inspections, furnishing, and general upkeep of properties and liaison with landlords as required. This includes the management of staff and contractors as necessary.
- Planning – to ensure that the service has the required housing capacity to respond to demand, exploring new opportunities in conjunction with the CEO and other staff.
- Financial – to set, manage and report on all financial aspects of the services in conjunction with the Head of Operations.
- Liaison – with all landlords and statutory services such as; Environmental Health departments, Housing Benefit teams; landlord forums etc.

Staff management – including;

- Line management - Undertake staff supervision, support and performance appraisals for the Housing Officer and other staff as the team grows.
- Training and development - Ensure an appropriate staff training and development programme is in place and delivered to a high standard.

Tenancy management – including;

- Working with the Housing Officer and Head of Support Services to oversee resident tenancies to ensure a safe environment is maintained for all.
- Oversight of contract with Arawak Walton to ensure rents are collected in a timely way, minimising voids and debt.

Contract / performance management / development – including;

- Performance management – to ensure consistent record keeping and delivery of the work especially in relation to any contractual outcomes / Service Level Agreement targets and Key Performance Indicators.
- Documentation - ensure the systematic use of LIAIF, (our CRM) to record all notes and actions related to tenancy management, risk assessments and maintenance plans to generate performance management KPI's, statistics and records.
- Development – working with other senior staff to develop the service and partnerships.

External relations: working closely with other senior staff and partner organisations to;

- Maintain and develop excellent working relations with a range of partners including; the asylum dispersal housing contractor, Local Authorities (particularly their Housing Benefit Departments), funders, commissioners, Housing Associations and other VCSE organisations.

Governance: to work collaboratively with other senior staff and trustees including;

- Senior Leadership Team – Meeting regularly with other senior staff to contribute to the strategic executive leadership of the charity.
- Housing Sub-Group – Meeting quarterly with two trustees and other staff to review KPI's
- Board – Reporting to the full Board quarterly.

The above list is not exhaustive, and any other duties may be required as directed by the CEO.

Person Specification

Knowledge / Experience

- Experienced housing manager. Essential
- Property procurement and oversight of their refurbishment. Essential
- Social housing standards, regulations and other relevant housing legislation. Essential
- Project management experience e.g. contract, or budgetary. Essential
- Leading, supporting and developing a staff team. Essential
- Knowledge around, and practices for, alleviating homelessness. Desirable
- Working with marginalised people (directly or indirectly). Desirable
- Demonstration of how services have developed under your leadership. Desirable
- Developing and implementing policies, systems and practices. Desirable
- Experience of working in partnership with or for an NGO. Desirable
- Existing relationships with other housing providers in Greater Manchester. Desirable

Skills / Abilities

- To have an entrepreneurial flair with an ability to develop strategic opportunities building productive relationships with a range of stakeholders from different backgrounds and sectors.
- Excellent teamwork, negotiation and organisational skills.
- Management skills, including ability to lead and motivate others.
- Empathetic leadership style, with an ability to give and receive constructive feedback.
- Initiative and a creative approach to problem solving.
- Excellent IT, numeracy, written and verbal communication skills.
- Time management and ability to manage and prioritise own workload and plan as well as deliver against targets.
- The ability to work strategically, seeing the big picture as well as paying attention to detail.
- Ability to prioritise, multi-task and work well under pressure, including covering for colleagues from time to time as necessary.
- Ability to work effectively without supervision but also be a good team player.
- Ability to compile relevant data for reports.
- To work collaboratively and make a positive contribution to the Senior Leadership team.

Attributes

- A high level of emotional intelligence and strong listening skills.
- Collaborative management style.
- Proactive and resilient with a positive can-do attitude.
- Committed to own personal learning and growth and supporting the same in others.
- An open and accepting approach to all, regardless of religion, ethnicity, disability, age, gender or sexuality.
- Committed to participating in our journey to becoming an anti-racist organisation and championing justice.

Other

- Supportive of the Christian ethos and values of the organisation Essential
- A commitment to support people seeking asylum, and refugees Essential



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The Boaz Trust
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