

## Job Description: Head of Accommodation Services

### About The Connection

When you work for The Connection, you're part of a life-changing team. We help people sleeping rough in the heart of London. It can be a long journey off the streets, and it's not an easy path. We get to know every individual, so our approach can be tailored to what they need. We don't do one size fits all, and we don't give up when things get tough.

Working here means being open-minded, resilient and pragmatic. It means being willing to go the extra mile and stick with people through thick and thin. It means being part of a team who really care about the individuals we support, and who are creative about finding better ways to help them.

Together with our donors, volunteers and partners, we are a supportive and vibrant community who are determined to make a real difference. We believe that no one should have to sleep rough on London's streets, and that everyone should get the support they need to find a place to call home.

Join The Connection and be part of our dynamic and supportive team.

### About the Role

This is a new role for The Connection at St Martin's and reflects our ambitions to deliver housing opportunities for our clients. In our strategy we aim to ensure that 300 of our clients are successfully and sustainably housed. This is an ambitious target and the person holding the role will need to deliver our existing accommodation services while continuing to network and create relationships with other organisations to bring more opportunities to our clients.

The person in this role will be responsible for managing relationships with existing partners and funders while also securing new partners and funders as necessary to deliver our strategic aim of delivering housing solutions.

<b>Responsible to:</b>	Director of Services
<b>Responsible for:</b>	Line management of the Service Manager of St Martin's House. Line Management of new staff recruited to provide accommodation based services, in line with the CSTM strategy.
<b>Liaison with:</b>	Internally with: <ul style="list-style-type: none"> <li>• The Head of Service at Adelaide Street</li> <li>• Service Managers</li> <li>• The Connection's fundraising team.</li> </ul> Externally with: <ul style="list-style-type: none"> <li>• The St Martin's Trust for fundraising.</li> <li>• Statutory authorities for fundraising (including the GLA)</li> <li>• Partner Registered Providers</li> <li>• Potential private sector partner landlords.</li> <li>• Other potential partner organisations</li> </ul>

<b>Job Purpose:</b>	To create options and mobilise services for new supported housing for The Connection at St Martins alongside managing existing accommodation-based services.
<b>Salary</b>	£50,547-£55,598 (scale points 38-43)
<b>Contract:</b>	Permanent

## Responsibilities

### 1. People, Trust and Performance

- Line management of the Service Manager of St Martin’s House.
- Line management of new teams as accommodation services evolve.
- Ensure that teams are embedding the principles of “The Connection Model” in their approach, including co-production.
- Embed the required professional curiosity, skills and processes across the team in preventing, detecting and responding to safeguarding abuse and expectation.
- Ensure that your team comply with all policies and procedures

### 2. Leadership

- Inspire your teams to be innovative and high performing.
- Demonstrate Leadership by championing the organisations cultural values, expectations and behaviour: being **Curious**, promoting psychological **Safety** , strengthening relational **Togetherness**, maintaining and promoting **Motivation**.
- Be an active member of the management team, deputising for the Director of Services when required.

### 3. Relationships, Influencing and Negotiating

- To manage relationships with partner registered providers. This will include ensuring that management agreements between registered providers and CSTM are adhered to.
- To manage relationships with private sector landlords we are in partnership with. This will include ensuring that management agreements between landlords and CSTM are adhered to.
- To manage relationships with other partner organisations we are working with to deliver services for CSTM clients.
- To develop management agreements with new partner organisations.
- To manage relationships with funders and ensure that CSTM is meeting its obligations under funding agreements.

### 4. Quality, Planning and Self-Management

- To plan the work of your team within the framework of the CSTM organisational strategy.
- To comply with CSTM’s policies and procedures.

- To ensure your services comply with the law and best practice, including the new Supported Housing (Regulatory Oversight) Act 2023.
- To lead on risk mapping for accommodation-based services.
- To report on risk levels and mitigations to the Director of Services..

#### **5. Business Delivery**

- To create housing opportunities for CSTM's clients.
- To work with the established CSTM network of organisations who are able to provide accommodation options for CSTM clients.
- To build this network up where necessary to open up further accommodation options.
- To seek and secure new funding.
- To create or adapt appropriate agreements with funders and partners that deliver the strategic objective while successfully managing risk for CSTM.
- To network to identify new funders as necessary.
- To lead on pulling together proposals for housing opportunities for CSTM clients.
- To ensure appropriate senior level authorisation for new partnership agreements/ funding agreements.
- To lead on budget drafting and budget management for accommodation services.

## Person Specification

<b>Knowledge and Experience</b>
Understanding of the causes of homelessness and the challenges faced by people experiencing severe and multiple disadvantage
Experience of managing high quality accommodation-based services
Substantial knowledge of housing systems ( eg how statutory organisations engage with Registered Providers and how the statutory and voluntary sector interact)
Substantial line management and leadership experience at senior level
Experience in setting and managing budgets
Knowledge of effective risk management
Knowledge of housing law
Knowledge of health and safety obligations
<b>Skills and Attributes</b>
Skills and abilities to demonstrate the values-based practice and champion CSTM cultural values, expectations, and behaviour: <b>Being Curious</b> , promoting <b>Psychological Safety</b> , strengthening relational <b>Togetherness</b> , Maintaining, and promoting <b>Motivation</b>
The ability to network and identify /deliver on opportunities for the organisation.
To be dynamic, proactive, creative and solutions-focussed.
Very strong written communication skills, including the ability to communicate with a range of audiences and present information in an engaging way
Extremely well-organised, and confident in planning and executing small projects.
Extremely strong attention to detail
The ability to work pragmatically and constructively with partner organisations
The ability to identify and mitigate risks
To be a self-starter, able to work autonomously, and deliver work to agreed deadlines and to a high standard