

Job Description & Personal Spec



Job title:	Head of Community and Prevention Services
Salary:	£55,000 FTE
Hours:	30 – 37.5 hours per week
Contract Type	Permanent
Start date:	ASAP
Reporting to:	Chief Executive
Line Reports:	x 2 – 3 (tbc)
Place of work:	DENS locations in Hemel Hempstead/Some home working will be possible.

Overall Job Purpose

As a member of the Senior Leadership Team, you will be instrumental in developing and driving forward DENS community and prevention services, during an exciting period for the charity, as we move into the new DENS Centre and relocate our Foodbank. As an ambassador both internally and externally, you will work collaboratively with the CEO and the wider leadership team to deliver DENS strategy and role model organisational values. With a focus on building and maintaining a strong network of external relationships, you will identify opportunities for growth and partnership working. You will be responsible for a diverse range of services in the community.

Duties and Responsibilities

Strategic Leadership and Service Development

- Lead and manage the performance and delivery of community and prevention services, ensuring requirements and KPIs are met, and services are delivered consistently and to the highest standard.
- Ensure that all services you manage fully comply with contractual regulatory and business requirements.
- Working closely with the CEO, to lead the long-term development of the new DENS Centre, identifying and leading on the development and implementation of plans to develop DENS community and prevention services.
- Lead the innovation and implementation of one or more new service development projects, working effectively with colleagues across the charity and with external partners.
- Monitor local and national policy and sector developments, identifying opportunities for service improvement, growth and innovation.
- Lead on the development and implementation of a delivery plan that ensures client voices are at the centre of our community and prevention programmes.
- Embed equity, diversity and inclusion best practice into all aspects of your work.

Operational Leadership and Performance Management

- Lead and manage the performance and delivery of community and prevention services, ensuring contractual requirements and KPIs are met and services are delivered consistently to the highest standard.
- As line manager to the Foodbank Manager be accountable for the operational delivery and development of the Foodbank service.
- Work in partnership with the Head of Homeless Services to ensure collaborative working across teams and a seamless client pathway across all pillars of the DENS strategy.

- Ensure safeguarding policy and practice is embedded across all community and prevention services, including compliance with DENS procedures.

Partnership Development and External Relations

- Build and maintain strong relationships with relevant external stakeholders to identify and develop opportunities for growth and partnership working.
- Represent DENS at strategic forums, partnerships and multi-agency meetings.
- Act as an ambassador for DENS, building the organisation's profile and influence across the sector and local community.

Financial Management and Funding

- In partnership with the Head of Finance and Resources, develop and monitor community and prevention service budgets.
- Work closely with the CEO and Head of Fundraising and Communications to identify and secure funding for new and existing services, including contributing to funding bids in line with organisational strategy and financial priorities.

People Leadership

- Lead, motivate and develop the team, encouraging a collaborative high-performing culture that reflects DENS values.
- Ensure staff receive the training, learning and development they require to succeed in their roles, including the delivery of in-house training if required.
- Ensure staff receive effective supervision, support, training and performance management.

General Responsibilities

- Undertake any other duties commensurate with the post as requested by the Chief Executive.

Person Specification – Head of Communities and Prevention Services

Requirements	Essential	Desirable
Knowledge & Experience	• Knowledge of the homelessness sector and an understanding of the challenges faced by the DENS client community • Significant experience of managing external relationships and partnership working • Experience of driving continual improvement and innovation in service delivery • Experience of line managing others • Understanding of safeguarding principals in the context of vulnerable adults	• Experience of working for a charity • Experience of working with local government and external funders (public, private and charitable) • Senior Leadership Team member
Skills & Abilities	• Ability to think and plan strategically across an organisation	

	setting business and operational plans which deliver the DENS vision • Excellent interpersonal skills with the ability to influence and persuade a wide range of individuals and audiences • Experienced inclusive communicator both verbally and in writing, to all levels • Ability to work effectively with a full and varied workload with conflicting deadlines • Highly motivated with the ability to work using own initiative and as part of a team • Excellent understanding of confidentiality with strict professional boundaries and professional integrity • Excellent organisational and planning skills • A collaborative and inclusive approach to leadership, whilst comfortable making sound decisions and acting on own initiative when required • Proven interpersonal skills, including the ability to negotiate, communicate, facilitate and build credibility with colleagues and external parties. • A strong ability to connect, collaborate and influence across varied groups • Able to effectively support, advise and coach senior leaders (peers) and managers to build commitment and delivery of the changes in ways of working needed • Ability to identify issues and trends early and develop innovative solutions • Strong project planning and delivery skills, with a focus on understanding user needs	
Personal Qualities	• Self-motivated with the ability to motivate and enthuse others	
General	• Passionate about making DENS a great place to work	

	Committed to DENS organisational aims	
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How to apply

Please read the full **Job Description & Personal Specification**

If you match our criteria:

- Fill in the **DENS Application Form** including your Supporting Statement
- Submit your application to **HR@dens.org.uk**
- Closing date for receipt of applications is **9am 11th August 2026**
- We may interview, and offer the role to a suitable candidate before the deadline

We will not accept a general CV for this role

For an informal chat, please email ceo@dens.org.uk and a time will be arranged.

Please advise us should you require adjustments to be made for you at interview.

To find out more about DENS visit www.dens.org.uk