



Head of Homelessness Services - North



People
Potential
Possibilities

People Potential Possibilities (P3 Charity)

Job Description



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Potential
Possibilities**

Job Description

Post: Head of Homelessness Services - North

Location: North Region

Work Base: Service based with travel as required

Responsible To: Director of Services

Responsible For: Service Managers and teams within the homelessness portfolio

DBS Check: This post is subject to Adult and Child Workforce Regulations

Job Purpose

The Head of Homelessness Services – North provides senior operational and strategic leadership across P3’s homelessness services in the North. The role holds overall accountability for service performance, quality, safeguarding, financial sustainability and contractual delivery, ensuring that services are safe, effective, psychologically informed and centred on people with lived experience.

As a member of the senior leadership community, the post holder acts as a critical bridge between organisational strategy and frontline delivery, leading regional operations, motivating leaders and teams, and shaping the future direction of homelessness provision. The role contributes to organisational strategy, business development and system leadership, working in partnership with commissioners and stakeholders to respond to local need and influence the wider homelessness system.

Key Responsibilities

Strategic and Operational Leadership

- Provide overall leadership and accountability for homelessness services across the North region.
- Lead, manage and develop operational managers, ensuring clarity of role, accountability and performance.
- Ensure services deliver against organisational strategy, values and objectives, with a strong focus on psychologically informed, trauma-informed and recovery-focused practice.
- Act as the senior escalation point for complex operational, safeguarding and risk issues.
- Exercise delegated authority where relevant

Performance, Quality and Safeguarding

- Hold overall accountability for service quality, safety, safeguarding and risk management across the homelessness portfolio.
- Ensure robust governance, assurance and compliance with safeguarding procedures, regulatory requirements and contractual standards.
- Champion continuous improvement, embedding learning from audits, reviews, incidents and feedback from people we work alongside.
- Ensure services meet agreed KPIs, outcomes, quality standards and housing management requirements.

Financial and Contractual Accountability

- Hold overall accountability for contract delivery, performance and compliance with commissioners.
- Work closely with finance colleagues to oversee budgets, monitor financial performance, manage risk and ensure value for money.
- Ensure effective management of housing-related income, expenditure, rents and voids.
- Identify opportunities for efficiencies, service improvements and better use of resources without compromising quality or safety.

Partnerships, Commissioning and Development

- Act as the primary senior contact for commissioners and strategic partners across the region.
- Develop and maintain strong relationships with local authorities, housing providers, voluntary sector partners and system leaders.
- Maintain a strong understanding of the commissioning, political and legislative environment impacting homelessness services.
- Contribute to business development activity, including service growth, redesign, pilots and new models of delivery.
- Provide strategic and operational insight to support bids, proposals and service development activity.

Workforce Leadership and Culture

- Provide visible, values-led and compassionate leadership in complex, high-risk and fast-paced environments.
- Foster a culture of accountability, learning, resilience and continuous improvement.
- Promote psychologically safe workplaces where staff feel supported, valued and empowered.

- Ensure equality, diversity and inclusion are embedded in leadership practice, service delivery and decision-making.
- Champion coproduction and meaningful involvement of people with lived experience across services.

Leadership, Values and Representation

- Model P3 values and behaviours at all times, acting as an ambassador for the organisation.
- Represent P3 professionally in local, regional and national forums.
- Contribute to organisational leadership, strategy development and cross-regional working.

All job descriptions are subject to periodic review.

This job description covers the range of duties required. It is P3 policy to, wherever possible, reach agreement on changes, however if this is not possible, P3 reserves the right to change the job description in line with the needs of the organisation.

P3 – Person Specification

Head of Homelessness – North

| Values | Essential | Desirable |
|--|-----------|-----------|
| <ul style="list-style-type: none"> Strong commitment to P3's values, including equality, diversity, inclusion and the meaningful involvement of people with lived experience. | ✓ | |
| <ul style="list-style-type: none"> Demonstrates compassionate, inclusive and empowering leadership. | ✓ | |

| Experience | Essential | Desirable |
|---|-----------|-----------|
| Able to demonstrate experience of: | | |
| <ul style="list-style-type: none"> Significant senior leadership experience within homelessness, housing, social care or complex needs services. | ✓ | |
| <ul style="list-style-type: none"> Proven experience of leading and managing managers and senior leaders. | ✓ | |
| <ul style="list-style-type: none"> Extensive experience of contract management, performance oversight and working with commissioners. | ✓ | |
| <ul style="list-style-type: none"> Experience of managing complex, high-risk services and safeguarding responsibilities. | ✓ | |
| <ul style="list-style-type: none"> Proven track record of strategic planning, service improvement and operational delivery. | ✓ | |
| <ul style="list-style-type: none"> Experience of service growth, commissioning, bids or business development. | | ✓ |
| <ul style="list-style-type: none"> Experience of leading service redesign, pilots or system change. | | ✓ |
| <ul style="list-style-type: none"> Experience of coproduction and lived-experience-led approaches. | | ✓ |

| Knowledge and Understanding | Essential | Desirable |
|---|-----------|-----------|
| <ul style="list-style-type: none"> In-depth understanding of homelessness, housing and social care systems and legislation. | ✓ | |
| <ul style="list-style-type: none"> Strong knowledge of safeguarding, risk management and supporting people facing multiple disadvantage. | ✓ | |
| <ul style="list-style-type: none"> Understanding of the political, social and commissioning context for voluntary sector services. | ✓ | |
| <ul style="list-style-type: none"> Strong financial and commercial awareness, including budget management and value for money. | | ✓ |

| Skills and Abilities | Essential | Desirable |
|--|------------------|------------------|
| • Ability to lead effectively in high-pressure, high-risk environments. | ✓ | |
| • Strong strategic thinking, problem-solving and decision-making skills. | ✓ | |
| • Excellent communication, influencing and negotiation skills. | ✓ | |
| • Ability to build and sustain strong partnerships with senior stakeholders. | ✓ | |
| • Strong analytical skills, including the use of performance and financial data. | ✓ | |

| Qualifications | Essential | Desirable |
|---|------------------|------------------|
| • Relevant leadership, management, housing or social care qualification at Level 5 or above (or willingness to work towards). | ✓ | |
| • Level 4 Safeguarding qualification (or willingness to obtain). | ✓ | |
| • Full UK driving licence. | ✓ | |

| Special Circumstances | Essential | Desirable |
|--|------------------|------------------|
| • Ability to travel regularly across the North region. | ✓ | |
| • Participation in senior management on-call arrangements as required. | ✓ | |