



HOUSING OPERATIONS MANAGER



APRIL 2026

LETTER FROM THE CEO



**BENJAMIN
DOWNING**

CEO Keychange

I'm delighted that you are considering joining us as Housing Operations Manager. Keychange is a special organisation, which I am proud to lead. We have over 100 years of experience in providing support and care to people facing vulnerability. Today we do that by providing housing to women and young people experiencing homelessness and providing residential care to older people.

In some ways we've changed a lot in those 100 years, and in other ways we haven't at all. One thing that remains the same is our desire to create safe places of community and belonging for everyone who comes through our doors.

Whether someone is experiencing homelessness, or an older person is in need of care - we know that community and relationships are essential to flourishing and we place that at the heart of all we do

As a Christian organisation, Jesus is our model and inspiration for this as we seek to imitate Him in our work.

Keychange is in an exciting time of organisational development. I joined as CEO in 2022, and I've been amazed at the journey we've been on since. We have a fantastic team in place, both on the frontline and centrally. Our work with women experiencing homelessness is central to our future development plans. We know that the need for safe, trauma-informed accommodation for women is as great as ever, but at the same time we are seeing specialist provision fall away.

At Keychange, we are committed to preserving this provision as we know how important it is for women who find themselves homeless and vulnerable. We are looking for a passionate and inspirational colleague to join us in this mission as Housing Operations Manager. It is a fantastic and vitally important role and if all that is required seems to fit your experience and journey you might consider making an application.

Thank you,

Benjamin



334 People living with
Keychange in 2024-25

10 accommodation and
care services across
South and South West
England



260 Staff across our
communities and
central office



ABOUT KEYCHANGE

VISION

Every person has fullness of life through the unconditional love of a supportive community.

MISSION

- We want those facing isolation to be connected and supported in a community.
- We want older people to live in a community so they have thriving lives combining independence and interdependence.
- We want young people and women who are currently homeless and have experienced trauma to find a safe place where they are supported and equipped for the next stage of life.
- We want to provide environments where people can express and develop their faith journey.

FAITH BASIS

- We are a Christian charity motivated by the love of Jesus to support people.
- We are made in the image of God, so each person is valued.
- We believe God made people to live in a community with positive relationships.
- We welcome people of all faiths and none in everything we do

HOUSING OPERATIONS MANAGER

ROLE OVERVIEW

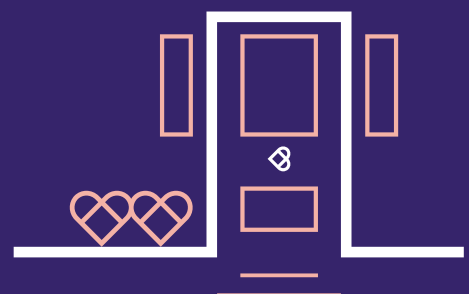
The Housing Operations Manager will oversee both the ongoing supported housing operations within Keychange and be tasked to bring improvement and consistency of delivery by developing the Keychange model of support for housing. The vision is to grow our women's housing provision over the next five years and this role will be key in devising an impacting and financially sustainable supported housing model. The role will need to balance the goal of impacting more women in a consistent way alongside doing so with a sustainability with a strong financial aptitude. We are seeking a highly skilled and experienced manager within supported housing, with experience of bringing alignment across different sites and understanding the scope of restoring those who have suffered domestic violence. The role will manage and equip the community managers to achieve consistency, healthy staff teams and a good practice support model.

OUR SUPPORTED HOUSING COMMUNITIES

Keychange has been supporting women in vulnerable situations for over a century. Founded as the Christian Alliance for Women and Girls, our roots are in recognising and responding to the unique challenges that women face—and this remains central to our work today.

In Reigate, Surrey, we run a specialist 19-bed women's housing service and in Exeter, Devon, we run two communities, one for women and one for young people. At all of these we offer not just safe and secure accommodation, but holistic, person-centred support. Our ambition is for the service to respond specifically to the unique challenges facing homeless women and young people, enabling recovery from trauma and laying the foundations for a more secure future.

At the heart of our approach is a belief that everyone deserves more than just a roof over their head. Our support addresses health and wellbeing, education, employment, and family relationships—working in partnership with local agencies to ensure comprehensive and joined-up care. As a Christian charity, supporting spiritual wellbeing is central to our work. Our local church partners play a vital role in supporting people who live with us, offering both practical help and opportunities for them to explore faith and rebuild a sense of community and belonging.



FOCUS OF THE ROLE

- Build high quality, financially sustainable and well-led communities
- Ensure smooth daily running of Keychange supported housing operations, led by sector compliance
- Manage community managers and build relationships for collaborative impact with internal and external stakeholders
- Build a model of support for housing to increase best practice and consistency
- Create partnerships with other organisations enabling the delivery of support
- Contribute to a hard-working, open and transparent culture which supports continuous improvement
- Liaise with local authorities and statutory agencies to ensure the appropriate interactions with communities

KEY RESPONSIBILITIES

DELIVERY OF PROGRAMMES

- Lead, coach and manage the supported housing managers on all aspects of operations and impact
- Maintain oversight of the delivery and outcomes of the support model and financial position of all the housing projects
- Oversee and conduct regular audits and inspections to ensure compliance with Keychange and regulatory standards
- Oversee the management of staff and complaints
- Share supported housing expertise across Keychange
- Provide coaching where appropriate and support the managers to identify areas for improvement of impact



KEY RESPONSIBILITIES

REGULATORY COMPLIANCE

- Support the Director of Operations and other colleagues to ensure compliance with Ofsted and CQC regulations and standards, as appropriate
- Prepare for and manage regulatory inspections and audits
- Maintain up-to-date knowledge of relevant legislation and regulatory changes within supported housing
- Develop and deliver training programmes on regulatory compliance and sector best practice for staff

REPORTING AND DOCUMENTATION

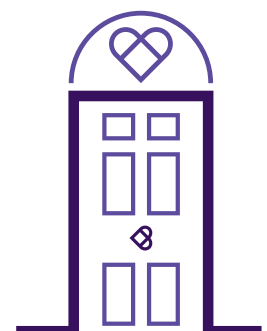
- Prepare reports on resident outcomes, financial performance, quality assurance, voids and compliance activities within housing communities
- Maintain accurate and comprehensive records of audits, inspections and corrective actions
- Communicate findings and recommendations to the Senior Leadership Team

ORGANISATIONAL CULTURE

- Foster a healthy working culture for the organisation and those we seek to serve
- Work to achieve a high performing, progressive and inclusive culture
- Communicate regularly with Keychange managers in the form of leadership meetings, 1:1 support, quality audits, training of Keychange systems and minimum Keychange standards and forums
- Encourage constructive feedback, listening and reflection
- Foster kindness and professionalism

GENERAL

- Work collaboratively with the operations team and teams across the organisation
- Be proactive in evaluating own performance and identifying areas of improvement
- Undertake other duties compatible with the level and nature of the post and/or reasonably required
- Adhere to Keychange policies and procedures at all times
- As required, participate in SLT Plus and community meetings



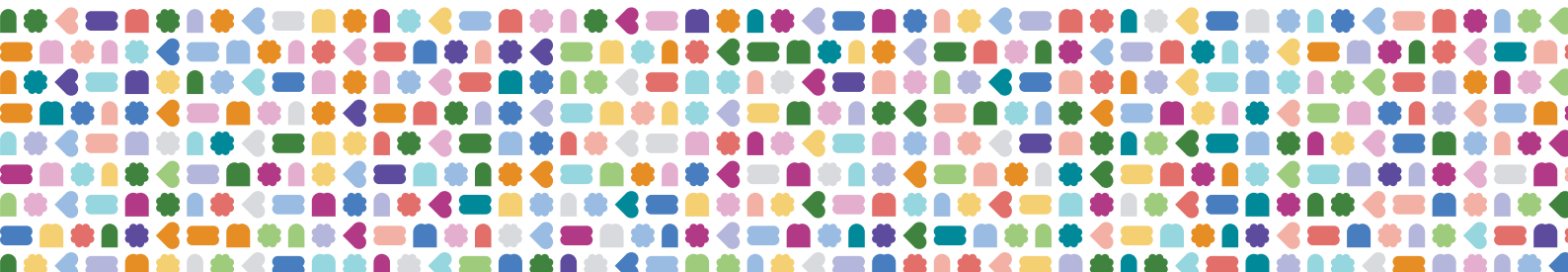
PERSON SPECIFICATION

ESSENTIAL CRITERIA

- Experience in managing supported housing provisions, with good knowledge of Supported Housing and Ofsted regulations and sector best practice
- Experience of managing people, providing leadership and empowering development to a team delivering housing support
- Proven ability to build positive relationships effectively with internal stakeholders and external partner agencies and local authorities
- Proven ability to manage multiple priorities and find solutions to operational challenges
- Ability to travel up to 40 days per year
- Sympathetic to Keychange's Christian values, vision and mission

DESIRABLE CRITERIA

- Experience in working in women's only provisions
- Experience of managing teams across a multi-site environment
- Experience of creating new supported housing communities





WORKING AT KEYCHANGE

We strive to create a supportive and inspiring work environment where you can make a real impact, whilst growing personally and professionally. We actively invest in staff culture, with opportunities across the year to connect with colleagues working across the organisation. We take a personalised approach to professional development, and will work with you to identify your goals and to create opportunities for learning and development in your role.

KEY TERMS OF ROLE

- Salary: £46,000-50,000 p.a, depending on experience
- 35 hours per week (7 hours work per day)
- 25 days holiday, plus bank holidays
- Flexible hybrid working, generally at least one day in London Central Office, with family friendly working arrangements available
- Employee assistance programme (EAP) and life insurance
- Contributory pension scheme, up to 5%, with matched employer's contribution up to 5%
- Enhanced sick pay for up to four weeks, in accordance with our sickness procedures

"I began as a care assistant at Rosemary Mount in 2010 and have worked my way up to manager.

I love my work, no two days are the same and the team here are wonderful"

Sam, Manager at Rosemary Mount Community



HOW TO APPLY

WRITING YOUR APPLICATION

- Please write a cover letter setting out your interest in and suitability for the role. To help you in this, please consider addressing the following questions:
 - What particularly excites you about this opportunity and why have you decided to apply to Keychange for this role?
 - Using the essential and desirable criteria, how do you think that your experience makes you a good fit for the position?
 - What would you like to tell the panel about yourself that your CV might not highlight that you feel makes you a great candidate for this role? Please tell us about any work, voluntary or life experience that is pertinent to the role but might not be included on a CV.
- Please also include an up to date copy of your CV - with a focus on the experiences that are most relevant for this role.
- While we appreciate the role of AI in work and in life, we want to get to know you as an individual, so please do not use AI to write your application. We'd rather read something that speaks from the heart of who you are, that's far more valuable to us than the perfectly crafted application written by AI.
- **Submit your application by email to hr@keychange.org.uk**

RECRUITMENT TIMELINE

- **Deadline for submitting your application: 18 May 2026**
- First screening interviews, remotely: rolling until 21 May 2026
- Full interviews in person in central London: 28 May 2026
- Start date: ASAP with consideration given to notice periods
- Please note that we will be interviewing on a rolling basis and reserve the right to close applications early, so we recommend that you apply at your earliest opportunity

WANT TO KNOW MORE?

- Moving into a new role is a big decision and we want to help you get to know us and work out if we are a good fit for your next step. We actively encourage informal conversations ahead of making your application.
- If you'd like to discuss the role further, please contact **Sarah Hurst, Executive Assistant**, to arrange a call with our CEO, at sarahh@keychange.org.uk or **07506 298455**

