

Dear Candidate,

Thank you for your interest in applying to be part of the Senior Leadership of Client Services at Crisis, the national charity for people experiencing homelessness. We help people out of homelessness and campaign for the changes needed to solve it altogether.

All of us need a decent home – to be healthy and to thrive. Currently though, this basic human need isn't being met for so many people across the UK. This is unacceptable. In our services, we work side by side with thousands of people each year as they find ways out of homelessness. We provide practical support to help people access benefits, healthcare services, employment opportunities, and more. Our main aim is to relieve the huge pressure of homelessness, by helping people find safe and affordable homes as quickly as possible. We prioritise supporting people who are facing the most complex barriers to ending their homelessness and often have nowhere else to turn. As well as helping to end homelessness for people, we work to address the root causes that push people into homelessness in the first place. We campaign on the political changes needed to end homelessness for good and conduct research to understand and highlight the scale, causes and consequences of homelessness.

The wider team and I are so excited to recruit these roles. After a period of change, we are looking for three Directors of Operations to play their part in realising the new strategic ambition of our services and for the charity as a whole.

It is a fantastic time to be joining Crisis – we have our new and ambitious 10-year strategy, and after a time of change there is a great opportunity for these leadership roles to enable us to continue to deliver high quality, safe and impactful services but also to improve what we do.

The three Directors of Operations are important roles within our organisation. Reporting into me, the Executive Director of Client Services, you will lead the provision of our year-round services as well as our Christmas offer. You will lead a brilliant team of Skylight Directors and Heads of Service. All are passionate and knowledgeable about ending homelessness.

You will have strong experience of leadership and management and be able to develop and support high performing teams and work collaboratively across directorates to ensure that we deliver the best services we can. You will be committed to helping our work inform the work of others raising funds and creating social change. You will bring strong and compassionate leadership, both at the strategic and operational level. You will be experienced at leading a positive and inclusive culture for all in Client Services to thrive.

We are excited for someone to join us who is passionate about ending homelessness and ensuring that their team is focused on delivering excellence to ensure that we are achieving the Crisis mission. If this sounds like you then we would love to hear from you.

Juliet Mountford

Executive Director of Client Services