



HEAD OF SERVICES

Candidate Information Pack

March 2024

About us

NOAH is a charity which lives by the Christian principles of care, compassion, and commitment; inspired by the life of Saint Vincent de Paul. We exist to create a fairer and more equitable society, where the immense value and potential of people experiencing poverty and disadvantage is realised. We prevent and relieve homelessness, specialising in supporting people facing multiple disadvantage.

During our 37-year history, we have earned a reputation across Bedfordshire, Hertfordshire, and Buckinghamshire for effectively supporting those who are street homeless, especially non-UK nationals, and for helping people with very little confidence to get into work. Currently, we operate from seven locations in Bedfordshire, and several satellites throughout the region.



Our impact

NOAH has an annual income of c.£2.1m and employs 50 staff. Our income sources are fairly diverse including donations, grants, and trading income, but most of our income is generated by our statutory training and employment commissions and welfare contracts. The trustees maintain prudent levels of reserves.

At NOAH we support people in changing their lives. We supported 2,514 individuals last year - with 623 people moving into more stable housing, 1,200 people receiving training or advice, and 96 people securing employment. 53% of those we supported were non-UK nationals.

The positive changes that NOAH makes can be summarised into five key outcomes:

Improved resilience, choice, and control

- Training courses for people who are out of work or who lack confidence
- Housing, benefits, and immigration advice services

Improved housing

- Housing First service for people who have returned to the streets repeatedly
- Transitional housing service for people with restricted eligibility for public funds
- Rough sleeping and street drinking outreach services
- Support to sustain tenancies
- Emergency accommodation

Improved wellbeing

- Access to mental or physical health support, and addiction services
- Providing food, clothing, and other essential items
- Activity groups and befriending

Obtaining employment

- Working Solutions service encompassing careers advice, job search and interview preparation

Greater awareness of what our clients experience and need

- Amplifying the voice of our clients to decision-makers and the wider community

Recruiting a Head of Services

We are looking for a motivated individual with a real passion for our mission of alleviating poverty and bringing hope to join our committed, talented, and friendly team as Head of Services. As a critical member of NOAH's Senior Management Team and as Designated Safeguarding Lead, in this role, you will contribute to the long-term success of the charity by:

- Leading and developing high-quality homelessness support services
- Building and nurturing stakeholder relationships
- Consistently improving quality, impact, and safety within services

NOAH has experienced significant growth in recent years, and this new role represents an exciting opportunity for us to further our service-led focus and strategic plans. These plans include expanding our support and advice services for migrants, establishing new social enterprises, launching services in Bucks and Herts, and replacing our Luton Welfare Centre. This role offers a platform for your professional growth and development as we embark on these exciting initiatives.

We seek a candidate with a proven track record overseeing statutory-funded and homelessness support services. The ability to operate at a senior and strategic level, drive organisational development and growth, and lead teams through change would be highly valued. A strong record of building and maintaining fruitful stakeholder relationships based on trust is crucial to realising our organisational goals. Excellent understanding of safeguarding legislation and best practice, as well as knowledge of the migrant support landscape and legislation, will be instrumental in our continued success.

We are a values-driven and progressive charity at an important stage in our development. We would love to hear from you if our mission resonates and you share our aims.



Job description: Head of Services

Location

Flexible - Presence on-site is required for at least two thirds of the working week

Contract

37.5 hours per week, Monday to Friday
Applicants seeking part-time hours would be considered

Salary

£50,000 per annum

Annual Leave

25 days annual leave

Main Role and Purpose of Position

Reporting to the CEO as a key member of NOAH's Senior Management Team and as Designated Safeguarding Lead, this role contributes to the long-term success of the Charity by:

- Leading and developing high quality homelessness support services,
- Building and nurturing stakeholder relationships,
- Consistently improving quality, impact, and safety within services.

Main Duties and Responsibilities:

Leadership

- As a key member of NOAH's Senior Management Team, model a culture of high support and high challenge, collaborating closely with SMT colleagues, and contributing to the strategic development of the Charity.
- As NOAH's Designated Safeguarding Lead, coordinate, and provide reporting and analysis for, the Safeguarding Subcommittee of the Board. Advocate for a positive safeguarding culture across NOAH.
- Engender a culture of collaboration both within service teams and across NOAH, in particular with fundraising, HR, and finance colleagues.

Service Delivery

- Lead a team of managers to deliver and consistently improve a wide range of homelessness support services across the region, ensuring high standards of performance and outcomes, and encouraging professional development.
- Collaborate with service managers and finance colleagues to ensure that budgets are set realistically and monitored effectively.
- Ensure that services are designed and managed to realise the potential of volunteers within service delivery.

Service Development

- Work closely with the CEO, finance, and fundraising to develop and execute a regional business development strategy, overseeing the development of specific business cases, proposals, and bids/tenders.
- Facilitate delivery of NOAH's mission by building and maintaining fruitful relationships with external stakeholders, realising new development opportunities, and disseminating learning from external good practice.
- Ensure that services consistently achieve outcomes and outputs defined within funder contracts, and that funder reporting is satisfactory and timely.

Service Quality

- Work with service managers and the Operations Manager to ensure that quality assurance systems are understood, complied with, and consistently developed within services. Take overall accountability within services for legal and regulatory requirements including health and safety, safeguarding, and information governance.
- Embed a culture of co-production whereby client feedback is valued, sought, heard, and always acted upon.
- Conduct research, seek out evidence, and monitor impact to ensure that services are innovative, effective, valued, and sustainable.

Qualifications and experience

- Experience of operating at a senior and strategic level, to drive organisational development and growth.
- Experience of successfully leading teams through positive and significant change.
- Strong experience of overseeing statutory-funded services and homelessness support services.
- Experience of engendering trust among a team of staff.
- Experience of overseeing services that involve the contribution of volunteers.
- Strong track record of building and maintaining fruitful stakeholder relationships built on trust, to realise organisational goals.
- Experience of using a variety of tools to assure and improve quality within a services environment.

Person Specification

Experience

Essential

- Experience of operating at a senior and strategic level, to drive organisational development and growth.
- Experience of successfully leading teams through positive and significant change.
- Strong experience of overseeing statutory-funded services and homelessness support services.
- Experience of engendering trust among a team of staff.
- Experience of overseeing services that involve the contribution of volunteers.
- Strong record of building and maintaining fruitful stakeholder relationships built on trust, to realise organisational goals.
- Experience of using a variety of tools to assure and improve quality within a services environment.

Desirable

- Lived experience of disadvantage (e.g., homelessness, addiction, or trauma)
- Co-production experience would be valuable

Skills, knowledge and ability

Essential

- Proven willingness and ability to collaborate with colleagues across an organisation to build trust.
- Excellent understanding of safeguarding legislation and best practice as applied to people experiencing multiple disadvantage.
- Proficient in successfully setting and managing six-figure budgets.
- Solid knowledge of the migrant support landscape and legislation.
- Solid understanding of the health and social care landscape and best practice.
- Ability to use evidence and data to demonstrate impact and improve outcomes.
- Ability to work under pressure on several projects at the same time, to tight deadlines, maintaining confidentiality where necessary.
- Highly organised with attention to detail, focus, and self-motivation.
- Strong IT literacy including Microsoft applications and Windows platform.
- Ability to seek out and listen to others.
- Ability to think outside the box to generate ideas and opportunities.

Desirable

- Knowledge of other functional specialisms of NOAH's work, e.g. accommodation, adult education, and employability.

General

Desirable

- Full driving licence and own transport

Values & ethos

Essential

- Demonstrate an understanding and respect for our values of Care, Compassion, and Commitment, which have their roots in the teachings of Saint Vincent de Paul, whose life was the inspiration behind the founding of NOAH.
- Demonstrate and live out the values and ethos of NOAH.
- Demonstrate an ability not to judge others and to treat everyone fairly and equally.

Equality, diversity and inclusion

We are dedicated to running an organisation that is a true reflection of the communities we serve and believe that this will also enhance our ability to deliver the best services possible for the people we work with. We are committed to ensuring diversity across our organisation. You can read our Equality and Diversity policy [here](#).

NOAH policies and equal opportunities

All duties to be carried out in accordance with the policies and procedures of NOAH Enterprise, including the Equal Opportunities policy.

Values and ethos

NOAH is a charity that helps people experiencing homelessness, extreme poverty, and other disadvantages to make positive changes in their lives. We do this by providing care and advice services, training and well-being workshops, and opportunities for employment.

We are truly driven by our values of Care, Compassion, and Commitment, which have their roots in the teachings of Saint Vincent de Paul, whose life was the inspiration behind the founding of NOAH.

NOAH is committed to safeguarding and ensuring the welfare of children, young people and vulnerable adults and expects all employees and volunteers to share this commitment. The suitability of all prospective employees or volunteers will be assessed during the recruitment process in line with this commitment and our Safeguarding Policy and Procedure.

How to apply

Eastside People is supporting [NOAH Enterprise](#) in the recruitment of these roles. Please [click here to apply](#) by submitting your CV and a cover letter which should indicate why you are interested in applying for this role and examples showing how you meet the selection criteria as detailed in the person specification.

If you would like a call to discuss the role in more detail, please email Paul Venning, p.venning@eastsidepeople.org.uk to arrange a convenient time. Having a call of this kind will not influence the success or otherwise of your application.

The closing date for applications is **Monday 22 April** and longlisting interviews, held by Eastside People, will take place shortly after. Interviews with NOAH for shortlisted candidates will take place in the week beginning **6 May**.

We want you to have every opportunity to demonstrate your skills, ability, and potential; please contact us if you require any assistance or adjustment so that we can help with making the application process work for you.





Eastside People

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