



**Head of Homeless
Services -**

Recruitment Pack

January 2026



Welcome

Thank you so much for your interest in the role of **Head of Homeless Services** at **Resolve**, I am delighted to be recruiting for this pivotal position - one that will play a key part not only in delivering and developing our support for people experiencing homelessness and rough sleeping but also in helping to shape the growth and direction of the whole organisation.

From an initial £500 grant in 2008, Resolve has grown and matured significantly and as we approach our 18th birthday in April 2026, we are entering a new chapter. With a refreshed brand, an updated website, and an ambitious new strategic plan, this is an exciting and inspiring time to join us.

We are seeking an experienced leader from the homelessness or housing sector who can drive innovation, support and develop our team, and help shape the future of our vital **Restart** service. With homelessness and rough sleeping high on both central and local government agendas, this role offers a genuine opportunity to influence meaningful and lasting change.

This is a unique chance to combine hands-on operational leadership with strategic impact - guiding our Restart service today while contributing to the wider direction and future development of Resolve. We are entering a period of opportunity and growth, and we are looking for a dynamic, compassionate and forward-thinking Manager to help lead the way.

I hope my enthusiasm for Resolve and for this role comes across. I am genuinely excited to welcome the right person to our team - someone who will champion our work, strengthen our services and contribute to the continued growth of our organisation.

If you would like to discuss the role informally or arrange a visit, I would be very happy to hear from you.

Kind regards

Laura Hyde, CEO

laura.hyde@resolve.org.uk



Introduction to Resolve

Resolve is a registered charity working across Hertfordshire to support people facing some of the most difficult challenges in life, substance misuse and homelessness. Our aim is to help individuals move towards stability and independence, building safe, positive and sustainable lives.

We deliver this through two main services. Our **Restart Homeless and Rough Sleeping service** provides targeted rough sleeping outreach, supported accommodation for 14 tenants and long-term guidance to help people to move forward and avoid returning to homelessness. In addition, our **Drug and Alcohol Treatment service**, based in Welwyn Garden City and Letchworth, provides abstinence-focused, psychosocial support for people seeking recovery.

We are entering an exciting period of growth, with a refreshed brand and website, and a passionate team driving innovation across our services. We have a new strategic plan which looks to expand services, guided by our values of **Trust, Passion, Partnership and Respect**, to reach and help more people.

With the Government's National Plan to End Homelessness and Welwyn Hatfield Borough Council's new Homeless and Rough Sleeping Strategy, this is a great moment to join Resolve and help shape the future of homelessness and rough sleeper support in our community.



About Restart

Restart is Resolve's dedicated homelessness and rough sleeping service funded by Welwyn Hatfield Borough Council alongside rental income from the three houses of multiple occupancy (HMOs). Operating across Hatfield and Welwyn Garden City, it provides:

- **Targeted outreach** to support people rough sleeping
- **Supported accommodation** for those transitioning out of homelessness
- **Longer-term support** to help people sustain housing, access treatment, education, training, and employment

Our goal is not only to respond to immediate need, but to empower individuals to achieve lasting stability and independence.

One ex tenant said *“For the first time in my life, I felt supported, understood, and empowered to move forward. Restart’s support went beyond housing. They equipped me with the tools and confidence to break free from destructive patterns and rebuild my life. Today, I am no longer homeless, I am free from depression thanks to the counselling and resources they provided, and I am actively pursuing a brighter future, including plans for an apprenticeship in a trade.”*

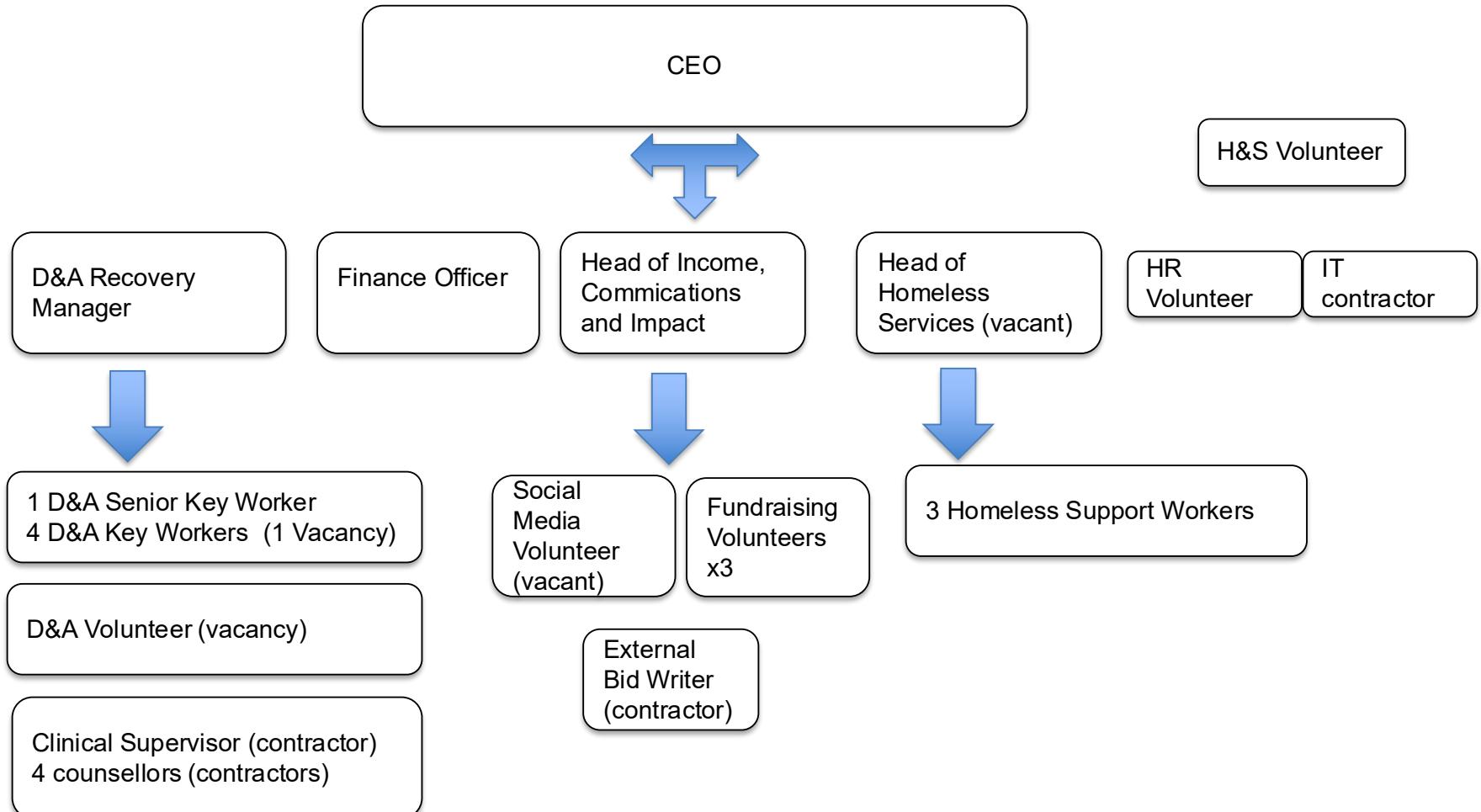
We take both male and female tenants in our houses which is unusual. In 2024/25 our Restart services helped 116 clients including 22 tenants living in 3 houses. We conducted 463 outreach ‘sweeps’ of the streets of Hatfield and Welwyn Garden City responding to homeless reports.

Restart is currently staffed by 3 Homeless Support Workers and we are looking to recruit a Head of Homeless Services.

One of our clients who was rough sleeping says *“I have been a career criminal for the best part of 20–25 years, so on release, I was put into [Restart’s] hands and from the minute of becoming under their care they have given me nothing less than perfection. Caring, kind but most of all professional. They are stern with rules and rigidity. No one has ever been able to sort me out. I was destined for the concrete walls and iron bars for the rest of my life. Now I am a normal, law-abiding person who has been nudged and reassured.”*



Organisational Chart January 2026





Job Description and Person Specification

Head of Homeless Services

Salary: £35,000 – £40,000 (salary conditional on pending salary review)

Location: Hatfield, Hertfordshire (with regular travel across Welwyn Hatfield Borough and occasional travel to Letchworth)

Hours: Full-time, 40 hours per week (including a 30 minute per day paid break)

Holiday: 36 days annual leave including bank holidays

Contract Type: Permanent

Reports to: Chief Executive Officer

Deadline: 30 January 2026

Purpose of the Role

The Head of Homeless Services will lead, develop and deliver all aspects of Resolve's Restart service. You will oversee rough sleeping outreach, accommodation and intensive one-to-one support, ensuring people move towards secure housing and improved wellbeing.

This is both a strategic and hands-on role. You will inspire a dedicated team, drive service innovation, and strengthen partnerships across the sector, while ensuring high standards of care, safeguarding and compliance. Above all, you will play a key role in shaping the future of Resolve and making a lasting difference for people experiencing homelessness and substance misuse.

Key Responsibilities

Service Leadership & Delivery (30%)

- Lead the operational delivery of Restart, ensuring excellence across rough sleeping outreach, accommodation and support services.
- Drive innovation, growth and continuous improvement, shaping the future direction of the service.
- Maintain robust systems for assessment, safeguarding, care planning and outcomes monitoring.
- Ensure services meet contractual obligations, funder requirements and best practice standards.
- Strengthen referral pathways into housing, health, substance misuse support, education, training and employment.

Team Management & Development (30%)

- Line manage, coach and motivate the Restart team, fostering a culture of collaboration, learning and high performance.
- Oversee staffing rotas (as required), caseload management and professional development planning.
- Provide regular supervision, case reviews and professional development.
- Ensure staff wellbeing and resilience are supported in a challenging environment.

Organisational Leadership (15%)

- Contribute actively to Resolve's Senior Management Team, shaping strategy and driving organisational growth.
- Champion our values of Trust, Passion, Partnership and Respect across the organisation.
- Develop policies, systems and processes that strengthen Resolve's long-term sustainability.

Monitoring, Evaluation & Compliance (15%)

- Ensure accurate and secure record-keeping, data management and case tracking.
- Monitor service delivery against KPIs, producing reports for the CEO, Board of Trustees and funders.
- Ensure compliance with all legislation, regulatory frameworks and internal policies.

Partnership & External Relations (10%)

- Build and sustain strong partnerships with local agencies, housing providers and statutory services.
- Represent Resolve at external meetings and forums, raising awareness of homelessness issues and promoting the Restart service and Resolve.

Person Specification**Essential**

- Proven experience in the homelessness or housing sector.
- Confident in engaging with vulnerable individuals, including those in crisis.
- Significant team and people management experience.
- Excellent communication skills – verbal, written and interpersonal.
- Strong organisational and IT skills, including Microsoft Office, Teams and case management systems.

- A values-driven approach and commitment to equality, diversity and inclusion.
- Ability to manage day to day operations and also think 'bigger picture' and longer term.

Desirable

- Experience managing shared or temporary accommodation.
- Knowledge of issues relating to substance misuse and mental ill-health.
- Understanding of housing law, welfare benefits, criminal justice and community care systems.
- Experience of working strategically at senior level.
- Full UK driving licence and access to a vehicle.

**Why Join Us?**

This is more than a management role – it's an opportunity to make a real and lasting difference. You will:

- Lead a passionate team at a time of growth and renewal.
- Shape and develop innovative homelessness and rough sleeping services.
- Work in a supportive, values-driven organisation in the heart of the local community.

Benefits

- Flexible working options to support a healthy work / life balance.
- An informal, friendly and supportive workplace culture.
- Access to professional clinical supervision and support, helping you develop and maintain resilience in a challenging and meaningful role.
- Free on-site parking or costs reimbursed.
- Enhanced 36 days annual leave entitlement (including bank holidays).

At Resolve, we celebrate diversity and are committed to creating an inclusive and welcoming environment for all employees. We value people of all backgrounds, lived experiences and identities, and we actively encourage applications from individuals who can bring fresh perspectives to our work.



How to Apply

Apply now to join Resolve and help make a lasting difference for people experiencing homelessness.

Send a CV and covering letter outlining how you meet the person specification to
info@resolve.org.uk

For an informal chat please contact Laura Hyde, CEO laura.hyde@resolve.org.uk

Application deadline: 30 January 2026



Contact details

Charity Number: 1199084

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