



Homeless Service Manager

Salary: £31,500 – £36,500 per year

Job Type: Full-time, Permanent

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

About the Role

Are you an experienced leader in homelessness or housing? We're seeking a **Homeless Service Manager** to drive innovation, support our team, and shape the future of our vital Restart service.

At **Resolve**, we support people affected by homelessness and substance misuse. Through Restart, we deliver rough sleeping outreach, supported accommodation and long-term guidance to help people move forward and avoid returning to homelessness.

This is a unique opportunity to combine hands-on leadership with strategic influence – shaping both the Restart service and the wider direction of Resolve. We're entering an exciting period of growth – and we need a dynamic manager to lead the way.

Key Responsibilities

- Lead and develop our Restart service across Hatfield and Welwyn Garden City
 - Inspire and support a dedicated frontline team
 - Drive innovation and service improvement, helping us grow and reach more people
 - Build strong partnerships with housing providers, local agencies and statutory services
 - Ensure the highest standards of safeguarding, compliance and care
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About You

We're looking for someone with:

- Proven experience in homelessness or housing
- Strong people management skills
- Confidence working with vulnerable individuals, including those in crisis
- Excellent communication, organisational and IT skills

Desirable but not essential:

- Knowledge of housing law, welfare benefits, substance misuse or mental health
- Experience working strategically at a senior level



- A driving licence and access to a vehicle

Above all, you'll bring passion, resilience and a values-driven approach.

What We Offer

- Salary: £31,500 – £36,500 per year
 - Lead a vital service at a pivotal moment in its growth
 - Be part of a supportive, values-led team (Trust, Passion, Partnership and Respect)
 - Shape innovative approaches to tackling homelessness
 - Enjoy generous annual leave (28 days +8 bank holidays) and opportunities for professional development.
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👉 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

 **Application deadline: 10 November 2025**