

Interim Managing Director Job Specification



What is Street Support Network?

Street Support Network is a small, impactful charity that helps over 30 locations in the UK in their responses to homelessness.

Lead organisations in these locations pay us to host and maintain a localised online directory of services and advice. This is where most of our income comes from.

We also work offline, connecting people in local areas to co-produce better solutions, facilitate conversations and co-ordinate action.

[Learn a bit more about Street Support Network here.](#)

We Currently Host:

31
locations

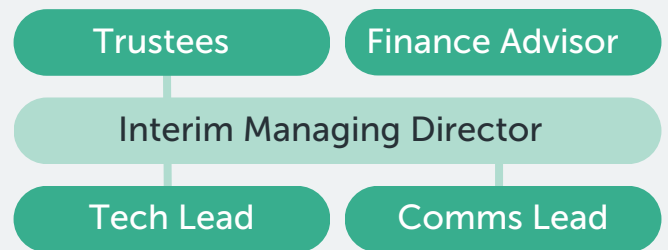
1,783
organisations

4,428
services

Made Up Of:



Our Team Structure:



Role Overview:

This interim role will play a pivotal part in the future of the charity by leading the team and our network of local partnerships to support those experiencing, or at risk of experiencing homelessness.

This high-impact role requires an independent and strategic leader who can balance managing existing partnerships with identifying and cultivating new opportunities and exploring options for a sustainable future for the charity.

We anticipate this role is needed initially for a six-month period to complete an options appraisal for the future. A longer-term appointment is possible, depending on the outcome of the appraisal.

The ideal candidate will demonstrate strong initiative, leadership, and the ability to contribute to both short-term and long-term strategic goals.

As a very small team we are very values driven and not too formal. Everyone really cares about what we do and homelessness more generally.



Key Responsibilities:

Manage existing SSN locations

- Manage relationships with existing locations and strengthen engagement with them, ensuring they receive tailored support and we receive maximum income.
- Use our CRM system to track partnership engagement, including relationship status, history and payments. This will likely include engaging with partners regarding outstanding payments.
- Host and facilitate quarterly online network events to encourage collaboration amongst SSN locations.
- Support our locations with managing their data integrity. This will include recruiting and managing volunteers.
- Measure and report on impact using Theory of Change and other metrics, both internally and for our partners.
- Be responsive to enquiries from potential new partnerships.

Support the Street Support Network Team:

- Provide appropriate support and direction to the two team members.
- Host and lead regular team meetings to ensure communication, engagement and collaboration.
- Meet regularly with Chair of Trustees and Finance Advisor.
- Prepare Reports for Trustees and attend Trustee meetings to present advice and support actions agreed.

Income Maximisation and Fundraising:

- Work closely with our Finance Advisor to maximise fee income from existing SSN locations.
- Collaborate with our external fundraiser to identify additional funding opportunities and submit compelling grant applications to supplement fee income covering the charities' core costs.
- Provide guidance to local partners on their fundraising initiatives and grant applications to meet their SSN fees.

Explore and present an options appraisal for the future of Street Support Network:

- Work with Trustees, team and external partners to explore options for the future of SSN to include options for expansion and development of new products and services or for consolidation.
- Collect evidence and undertake stakeholder consultation and provide written reports to Trustees to help with decision making.
- Develop action plans for taking strategy forward.

Essential Requirements:

- Significant knowledge and experience of the homelessness and charitable sectors
- Strong leadership skills and ability to manage, lead and motivate a small dedicated team
- Experience of managing budgets, contributing to strategy development and charity governance
- Experience of working with a variety of stakeholders including local authorities and VCSE organisations.
- Confident working independently
- Clear and effective communication skills both written and verbal including report writing
- Able to regularly travel to Manchester for team meetings

Desirable Requirements:

- Experience in volunteer recruitment and the delivery of meaningful volunteer programmes
- Experience in fundraising and writing grant applications
- Experience of leading a small charity or social enterprise
- Lived experience of social disadvantage (e.g. homelessness, mental health issues, substance misuse, offending and domestic violence and abuse)

Terms and Conditions:

The duration of this role is up to 6 months (with a review at 3 months) and has a salary of between £50,000 and £55,000 (FTE) per year dependant on experience. The role can be 4 or 5 days a week and is remote with regular visits to Manchester. [For further Terms, please click here.](#)

We're looking to fill this role quickly so will be holding rolling interviews. Please send your CV and a covering letter to charles@streetsupport.net