

A woman with long dark braids is smiling and looking towards the right side of the frame. She is wearing a green top and a patterned scarf. The background is a plain, light-colored wall. The image is partially obscured by a dark grey banner at the bottom.

HOPE^{into} ACTION

Enabling churches to house the homeless

Appointment of

Head of Supporter Relations

Introduction

from the Chairman

This is a critical appointment: we view our supporters as part of our network, vital to the success of who we are. Making them feel included, excited, valued, informed, inspired and appreciated is the essence of this role.

Sarah, who will be leaving in April, has built a very strong foundation for the organisation: with a strong data base, strong brand, strong social media presence, strong appeal history, excellent record of winning grants.

We are looking for someone to build on this foundation and help lead the organisation onto the next level of supporter relations. Visionary leadership to expand our reach, support, and relationships across the country is what we are looking for. We are a relational organisation yet strive to be highly professional.

As with all staff we commit to caring for you well. We realise for you to perform to your best you need to rest well and have time for your family or other commitments. Built into our staff care policies, therefore, are strong holiday allowance, retreats, generous pension, sabbaticals after 4 years, death in service, training opportunities to name a few.



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Gavin

About

the person and role

From Ed Walker the Executive Director

This role, reporting into the Executive Director, is a critical member of our Executive Team. We say we want to be ‘professionally excellent and spiritually passionate.’ The first quality we look for in our staff, therefore, is a passion for the work we do. This will need to be matched by integrity and commitment to leading by our values.

As a member of the Executive you will have responsibility to work closely with all other departments in the organisation. Therefore building and maintaining strong relationships in a rapidly growing and constantly changing organisation is essential. Handling conflict maturely is another important quality for us.

As a leader you will be responsible for line-managing our supporter relations team (currently 3) and work which covers: branding, social media, data management, grant writing, external communications with supporters, planning and executing appeals, policy writing and management and event management. Experience working in a larger fundraising department would be preferable but a willingness to learn and grow essential. In the 2022-23 budget roughly £500,000 is budgeted for grants and roughly £400,000 from individual and church giving.

You will be working with Executive and Trustee to deliver a strategy and plans to fit with the organisational goals and 5 year vision of working with 200 churches by the end of 2025.

A deep commitment to the Christian faith is essential as is the ability to communicate the nuance of our faith driven work sensitively, maturely and passionately.

While our office hours are 0900-1700 we support staff in their flexible working. For this role you will be expected to be in Peterborough / other locations / events / conferences for 6-8 days per month. This will be to run team meetings, attend executive meetings, visit other cities and other critical occasions. Our office is located 5 minutes walk from Peterborough railway station and with good parking facilities available.



“building and maintaining strong relationships in a rapidly growing and constantly changing organisation is essential.”

About

the organisation

Hope into Action believes everyone has a right to a home and churches have the power to meet the tragedy of homelessness in their community.

We are passionate about churches reaching and loving the homeless in practical, relational, long-term ways.

We began in 2011 with the purchase of one house in Peterborough. The house was opened in partnership with Bretton Baptist church who agreed to provide pastoral support to the tenants. We now have 88 church partners running 96 homes across 35 towns housing over 260 tenants every night. Initially we had a real heart for men coming out of custody now we help a range of people in recovery from homelessness including refugees, those fleeing domestic violence, addiction, rough sleeping and far more.

We directly manage 4 towns (Peterborough, Cambridge, Norwich and Nottingham) with teams and homes in each. This is where we gestate and develop best practice. We replicate into other towns through a franchise model where we roll out our best practice.

This role is responsible for bringing in c£1,000,000 per annum from a mixture of grants and giving from individuals and churches.

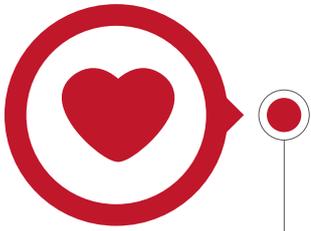


Our Vision

While our long-term vision is to see every church lovingly making the homeless a home, we have a short-term vision: By the **end of 2025** we see **200 churches** running a home for **500 tenants**. And, critically, everyone of those tenants to be in a supportive relationship with their church befriender.

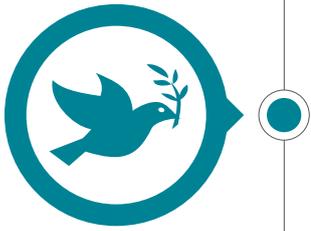


Our Values



We LOVE

We want to be known for the depth of our love.



We carry HOPE

We are hopeful people with hope for all people.



We strive for MUTUALITY

We find God's reflection in every human.



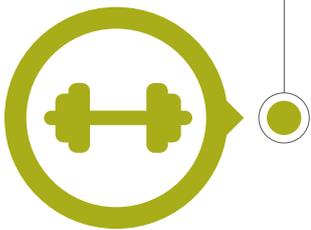
We LISTEN

With Open ears, we listen to Jesus in the poor.



We therefore take ACTION

When we are active then our faith comes alive. (James 2)



We focus on STRENGTHS and EMPOWER

Everyone has strength and strengths to use.

[Click here](#) to read more about our values.

How to apply

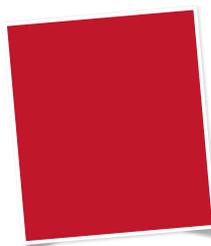
For more information about the role please feel free to contact either **Sarah Vassiliades** (the current incumbent) or **Ed Walker**.

Sarah.Vassiliades@hopeintoaction.org.uk

Ed.Walker@hopeintoaction.org.uk



For a job description please **click here**.



For an application pack please **click here**.

Terms and conditions

- Hours of Work – 30-34 hours per week with a flexible and professional approach. Some hours may need to be worked in the evenings and at weekends. A firm commitment to this is required given the needs and vulnerability of the tenants.
- Salary – £36,000 - £37,000 per annum pro rata
- Annual Leave – 25 days per annum + bank holidays and all the days between Christmas and New Year on a pro rata basis
- Sickness Leave – As per agreed policy
- Pension – Group Personal Pension Plan 8% employer contribution.
- Maternity & Paternity Leave - Hope into Action gives paternity leave as per agreed policy.