

Post title:	HIA-BCP Franchise Lead
Hours:	30 hours per week (with potential to increase)
Contract:	Permanent
Salary:	£34,000-£36,000 (pro rata) plus 6% pension contribution
Line Manager:	CEO, Faithworks
Internal links:	HIA-BCP team; HIA national team; Partner churches
External links:	Referrers, Partner agencies, Wider church

What is this all about?

We're on a mission to end homelessness in our area. Our 3 services drive this vision:

- **"Half-time"** – enabling the homeless to get off the street
- **Church Partnerships ("11/28 Together")** – enabling local churches to tackle homelessness
- **Hope into Action (HIA) Franchise** – enabling churches in BCP to house the homeless

A shelter isn't enough—people need a home, safety, and community. That's why, in 2020, Faithworks became a local HIA franchise, helping churches create homes for those escaping homelessness. Local investors buy properties, lease them to Faithworks, and receive a guaranteed return. We then partner with churches to help individuals and families rebuild their lives.

In five years, we've secured investment for four homes, partnered with four churches, and seen lives transformed—newfound confidence, financial stability, employment, addiction recovery, and faith.

Now, with a new five-year franchise agreement, we're aiming to **double our homes**. The **Franchise Lead** is key to making this happen—driving growth, inspiring action, and changing lives.

What is the Job purpose?

Overall success in this project will be seeing ex-rough sleepers successfully staying off the street and getting to the point where they are maintaining independence within a supportive community. You'll be doing well as the lead, when:

- The day-to-day operations of the franchise work really well: tenants thrive, church teams are active and equipped, the team is effective and supported, and investors know their investment is making an impact
- The franchise agreement with national HIA is successfully being fulfilled: national and regional connections are strong; policies are robust and being followed; and we pass our quality reviews/health checks with flying colours
- And, new churches are catching the vision of housing the homeless, wanting to partner, developing friendship & support teams, and giving to the work.

Duties and responsibilities

1. Oversee the work of the BCP-HIA franchise to make it one of the UK's best such projects
2. Manage, inspire and help grow the BCP-HIA team, ensuring that:
 - a. Staff are line managed effectively so that the team works well together to deliver excellent outcomes, and there is cover throughout the week.
 - b. There is a strong team ethos matching the overall Faithworks values, where prayer is a regular part, and team meetings give space for all to contribute
 - c. Everyone is aware of their role and both HIA and FW policies and procedures are followed
 - d. Quarterly franchise meetings are planned, held and actioned
3. Oversee Tenant Empowerment and House management, ensuring that:
 - a. Oversee the work of the empowerment workers to ensure tenants are appropriately supported and they pay their rent, the new tenant process is followed in a timely manner to reduce void time, and the houses are safe, secure and sound
 - b. Where required, we follow the relevant processes/HIA and house rules to discipline/evict when necessary, leading the staff and volunteer team to ensure this is managed and recorded well in conversation with Church team and national HIA team;
 - c. All information re the house and the tenants is securely and appropriately recorded on Empower (HIA system) and required FW systems
 - d. Ensure our HIA Quality Assessment is excellent, that risks are identified and managed appropriately
4. Oversee Church Empowerment, ensuring that:
 - a. Oversee the work of the empowerment workers to ensure Church Friendship & Support (F&S) teams are viable, sustained, trained, and confident in supporting the tenants. We arrange regular innovative, relevant and engaging events for the church teams to keep enthusiasm high; there is regular prayer with churches
 - b. Church partnership agreements are in place and up to date; agreed financial contributions are paid
 - c. Communication with church partners is excellent and that the work of HIA is promoted (to encourage others to pray, give financially, and volunteer) – this may involve speaking to groups or within church meetings about the work as well as providing written articles for newsletters
 - d. New church partners are found, engaged and inspired to create F&S teams.
5. Develop and promote the network of homes, by:
 - a. Ensuring that existing investors get regular updates, are invited to relevant events including prayer times, and are responded to quickly re any issues
 - b. Working with the CEO, HIA central, etc to identify and attract new investors
 - c. Promoting HIA to church leaders, volunteers and other interested parties with a view to developing new partnerships and opportunities (and support other team members to do so)

- d. Working with our partners to find, purchase and refurbish new homes, bringing in expert property knowledge where required, and completing all HIA paperwork; ensure new investor groups have all new financial and legal documentation in place
- e. Working with the FW comms & HIA teams to tell the story of the BCP-HIA franchise through quotes, videos & updates to BCP-HIA web and social media

6. Financially oversee the project, by:

- a. Ensure that the correct level of Housing Benefit is paid (including setting up exempt accommodation status)
- b. Providing key info for funding bids: quarterly scorecards, stories, “little victories”
- c. Agreeing with the FW finance team on a budget and working within that budget
- d. Ensuring investors are paid accurately and on time
- e. Ensuring rent statements are produced accurately, and sent in timely fashion to tenants
- f. Dealing with any rent arrears with tenants swiftly

7. Other activities

- a. Attend and contribute to regular franchise lead meetings, HIA awaydays, learning days, conference etc.
- b. Organise & be part of the emergency out of hours phone rota .
- c. Assist with other work, events or situations as needed; covering Empowerment worker or admin roles as required
- d. Ensure that all activities comply with all FW policies (esp. safeguarding, lone working, confidentiality, H&S); ensure safe working is understood and followed
- e. Ensure HIA policies are followed and the T&C's of the Franchise Agreement are adhered to.
- f. Provide reports evidence for HIA Local Health Checks.
- g. Work with HIA Regional lead to strengthen HIA presence in the area.

Whilst prioritising a workload consistent with the requirements of the role, undertake any other suitable duties as requested by the FW CEO.

Person specification:

We're looking for “character” and “chemistry”, as well as competence. So, we're looking for a range of key skills & experience

1. Managing a Programme: You must be brilliantly organised, able to get things done on time, keep activities safe and organised, and do it all with minimum of fuss and acting with integrity at all times;
2. Emotionally Intelligent: Whilst being professional at all times, bring out the best in those we engage with (clients, church leaders, partners, staff and volunteers);
3. Managing Partnerships: able to build strong and effective partnerships, being able to listen to and resolve issues with tact and positivity;

4. Influencing and Networking: be able to “cast” a vision and help people get on board without taking over; be a great communicator verbally and in writing; able to engage people from different churches;
5. Managing Staff: get the best out of our team, helping them to do more than they thought possible;
6. Managing Volunteers: Great with volunteers – able to see the difference with managing staff; able to inspire, coach and encourage;
7. Managing information: Is comfortable working with and communicating information (both financial and non financial);
8. Managing Risk: understands safeguarding and H&S: not afraid to raise and escalate issues if activities are not safely run for all concerned;
9. Prayerful: recognises the importance of prayer for all parts of the work, and models that to the team;
10. Managing self – will go the extra mile where needed and is able to juggle multiple tasks at once, but also understands about creating healthy boundaries and so as not to burn out.

There are some specific skills you will need:

- Sound appreciation of the needs of vulnerable adults, and some experience of responding to such needs with care and sensitivity – knowledge of the issues around homelessness is essential.
- Highly organized and capable of juggling multiple tasks, ensuring each is completed to a high standard. Unflappable, with an ability to be responsive to and calm in challenging and changing situations, often at short notice.
- A clear understanding of safeguarding issues and ability to assess and manage risk.
- Evidence of excellent communication skills to inspire, envision, and engage tenants (who may be angry or distressed), team members, volunteers, investors (and potential investors) and churches.
- Excellent computer literacy with sound knowledge in how to use MS365 word and excel in particular.
- Ability to travel around the BCP area.

Desirable skills:

- Willingness and ability to lead and partake in Christian prayer and events.
- Development of Risk Assessments and a sound understanding of responsibilities relating to Health & Safety.
- Confidence in approaching and engaging with church leaders and partner leads.

Key personal characteristics required:

- Committed to working under the basic tenets and Christian values of Faithworks.
- Passionate about helping those in need in the community.
- Resilience, determination, perseverance and enthusiasm.
- Able to model a high standard of integrity to tenants, Church leaders, volunteers, referrers and clients.

- A self-starter; takes initiative; but adaptable to changing situations with a willingness to learn new skills as systems and needs develop.
- Flexible and always thinking about ways to improve the service.

This post is subject to an occupational requirement that the holder be a Christian under Part 1 of Schedule 9 to the Equality Act 2010.

Please note that as this role will include working with vulnerable adults, anyone applying for a role which involves a regulated activity and certain controlled activity will require a criminal records check from the Disclosure & Barring Service.