

# HOPE STEAD

EVERYONE  
DESERVES  
A PLACE TO  
CALL HOME



## HEAD OF OPERATIONS

### WHO WE ARE:

We're Hopestead. We want to end homelessness in the east of England. We know that's ambitious; we know we need a different approach, and we know we can't do it alone. Homelessness still exists everywhere, so more of the same is not the answer. Homelessness isn't just about providing homes, it's about tackling the causes of homelessness and building long-term, sustainable solutions. That's why Flagship Group established Hopestead – a registered charity that's dedicated to ending homelessness in the east of England. Because everyone deserves a place to call home.

### THE ROLE:

As a key person within the Hopestead team reporting to the CEO, you'll take care of the **operational delivery of our strategy to address the route causes of homelessness**. Your day-to-day will involve **dynamic leadership, strategic thinking, and heartfelt dedication** to what we do. You'll be the **driving force behind our team of Community & Programme Officers**, ensuring they have the support and motivation to **excel in their roles**.

### YOUR DAY MIGHT LOOK LIKE THIS:

We promote hybrid working, so each week you can split your time with regular days in our Norwich office and at home. Regular travel throughout East Anglia is required but day to day, you'll work closely with our team on important initiatives like 'Hope at Home,' where you'll handle referrals and oversee our day-to-day work. You'll team up with Flagship Group's communications team to plan campaigns that share what we're all about. You'll also build relationships with other charities and look for new ways to work together to make a bigger impact.

### WHO WE NEED:

**We're seeking a leader, not just a manager.** You're a catalyst for change, someone who can translate passion into action and results. While experience in the homelessness sector isn't essential, your leadership skills, empathy, and ability to fire up a team is. You're great at building partnerships, advocating for our cause, and ensuring our operations align with our ambitious goals. Your insights will not only drive our team forward but also influence our strategic direction, keeping us aligned with our goal to end homelessness.

**ACCESS TO  
A SAFE PLACE  
TO CALL HOME  
IS A BASIC  
HUMAN RIGHT**

### JOIN US:

If you're ready to **make a big difference**, bring your energy, leadership, and vision to Hopestead. Together, we can create a future where **everyone has a place to call home**.