



**The Housing  
Network**

# **Director of Strategic Partnerships**

Recruitment Pack

March 2025



CAMPBELL  
TICKELL



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# 01 Your Application

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Thank you very much for your interest in the Director of Strategic Partnerships post for The Housing Network (THN).

On the following pages, you will find details of the role and the selection process to assist you in completing and tailoring your application.

You will no doubt do your own due diligence but do read this pack carefully as it will provide you with a good overview of the organisation and the role. After you have done that, please feel free to get in touch with one of us, so that we can talk through your offer and get a sense of how it aligns with what THN is seeking.

To apply, we will need the following from you:

- A CV. Make sure this confirms your current/most recent roles, including any NED posts; and you can sum up earlier roles, say before the last 15 years; tell us about your achievements so we get a picture of your skills and experience; try to keep it to two pages or three at most;
- A personal statement. We want to hear about your motivation, why this role/organisation, and you will also want to evidence how relevant your offer is to the role specification; again, ideally in two to three pages; and
- The declaration form, which is accessible via the role page on our website and includes space to indicate if you cannot attend any of the interview dates.

Please submit your completed application documents using the online form, which is accessible via our jobs page: [www.campbelltickell.com/jobs](http://www.campbelltickell.com/jobs). You will receive an email confirmation and see an onscreen confirmation message after submitting your application, but if you have any issues, you can call 020 3434 0990.

**The role closes at 09:00 on Wednesday 2<sup>nd</sup> April 2025.** Please ensure we receive your application in good time.

We are happy to have further discussion, so drop one of us an email at the address below and we can arrange a time to speak.

Kind regards

*Kelly*

Kelly Shaw | Associate Consultant  
[kelly.shaw@campbelltickell.com](mailto:kelly.shaw@campbelltickell.com)  
07900 363803

*Gemma*

Gemma Prescott | Director  
[gemma@campbelltickell.com](mailto:gemma@campbelltickell.com)  
07904 497016





# 02 Welcome to The Housing Network

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We are so pleased you are taking a look at this opportunity to join the team at The Housing Network.

Homelessness is the visible sign of the symptoms at its cause. It affects individuals, families and destroys lives. New research shows that more than 271,000 people are recorded as homeless in England, including 123,000 children; 3,898 people are sleeping rough in England on any given night and the number of individuals rough sleeping has increased by more than a quarter for two years in a row. Solving homelessness and its impact is a complex topic and requires different pieces to come together at the right time. As an organisation that firmly upholds its purpose to provide **'More than a Roof'**, our [Strategy 2024>2029](#) will see us provide that missing piece in our pursuit to end homelessness and aims to deliver 10,000 units of safe and inspiring accommodation into 75% of Local Authority areas across the UK.

Operating right across the UK( from Scotland to the South Coast), our team of 175+ dedicated professionals provide accommodation and support to over 5300 vulnerable individuals and families every single night – within self-contained, supported and specialist scheme homes.

Alongside our 100+ Local Authorities and Ministry of Justice (MOJ) partners, we work hard to design and deliver person-centric solutions that meets the needs of our commissioners, communities and of course, our residents – always striving to ensure best value and effectiveness. We have created this new role of Director of Strategic Partnerships to be the strategic lead for all our temporary and emergency accommodation, currently in excess of 1,000 family units and add further senior capacity to our team. The planned growth in our portfolio means that we need a dedicated and experienced leader to ensure we retain a focus on operational delivery and transformational change. You will be our key lead for partner relationships, responsible for identifying, developing, and managing key contacts that drive business growth and innovation whilst maintaining a positive public profile of The Housing Network. Your influence will be noticed, and we will welcome your perspectives, and if your creativity is solutions focused, that will be especially valuable. There is pace, as we are an energetic team that make things happen. We are goal orientated and commercially minded, but importantly all of that is underpinned by a relentless focus on quality. We care about what we do, how we do it and the impact it has on our customers. Our team are a reflection of the social value that is at the core of what we do, and every role plays a critical part in delivering a first-class service.

Do speak to Campbell Tickell if you feel that this is the type of setting where you will thrive. We are working together to provide that missing piece in our pursuit to end homelessness, I hope you will want to join us in that endeavour.

Warm wishes

Marc

Marc Goodkind | Managing Director

Gary

Gary Teper | Managing Director





## 03 About Us

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At The Housing Network, we believe that when vulnerable people have a good home and a helping hand, they become more independent and rely less on local authorities. That's our focus.

We partner with local authorities and other organisations and provide good quality, safe places for people to live. We understand that each situation and resident is different, so we work hard to provide the right homes quickly that ensure each individual is looked after well. And whether people need temporary, supported shared, or more specialist accommodation, all of our properties meet the same quality standards, are well looked after and have a 24/7 maintenance service that fixes problems day or night.

Equally as important is how we help our residents with everyday basics – things we take for granted that make a difference – such as providing bedding and laundry, pointing individuals to the right support service or charity, or giving reminders about an upcoming appointment. This practical support is provided by an experienced team who visit residents regularly. It also means we're quick to spot and settle any tensions within homes, so they don't become a problem.

We are a specialist housing expert and have been operating since 2014, but our experience is far greater. We know that being proactive, doing things well and offering more works, because by looking after our residents, we look after you.





# 04 Our Team

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**Meet Marc**

Marc Goodkind founded The Housing Network in 2014 as a specialist social housing provider after 15 years in the residential property sector. Prior to establishing The Housing Network, he ran his own residential agency and also, he worked within another social housing provider.

Marc brings a wealth of experience in running property businesses and innovating in the sector.

Gary Teper joined The Housing Network in 2019 after 22 years in the City, first as a Property Solicitor and then in the Investment Management sector, including PLC Director at Charles Stanley Group PLC, one of the largest listed investment management companies in the UK.

Gary was also a Non-Executive Director/Trustee of a leading professional charitable institute which has more than 45,000 members in 116 countries.



**Meet Gary**



**Meet Mark**

Mark Turner joined The Housing Network in 2023 as our Chief Operating Officer bringing with him a wealth of experience and an impressive track record in leading and transforming organisations to achieve outstanding results, most recently with One YMCA.

Mark has an in-depth knowledge of the Regulated Provider and Social Care sectors, which he uses in collaboration with Local Authority Partners to co-design innovative, cost-effective and outcomes focused solutions to address local needs, particularly aimed at addressing the underlying causes and impact of homelessness.





Sukhvinder Rai, recently joined as the Director of Housing and Support after 20 years in local government working across Housing, Adult Social Care and Corporate Policy. Sukhvinder is known for enacting systems change, to help reduce social cost and public spend. Her expertise in holistic commissioning and strategic housing has resulted in improved health and wellbeing outcomes for people experiencing homelessness and multiple disadvantage.

Her experience also extends to the charitable sector where she was Vice-Chair on the Board of Trustees for Herts Young Homeless.



**Meet Sukhvinder**



**Meet Jon**

Jon Vellacott joined The Housing Network in January 2025 as our Director of Specialist Services and has over 20 years' experience in the Criminal Justice System, working in both the Ministry of Justice and His Majesty's Prison and Probation Service.

Jon has a substantial track record of demonstrating the resilience and ambition required to deliver high quality results, improve performance, and influence best practice across many areas.

Lisa Goldsmith joined our team in 2022 as Director of People with a focus on maintaining positive employee relations, cultivating our wellbeing culture to promote productivity, creativity, innovation and growth. Lisa has over 20 years' experience working in the People and Culture arena in a number of different sectors, each one holding a special place for her.

Lisa is experienced in stakeholder engagement, employee experiences, culture and authentic leadership.



**Meet Lisa**



# 05 Our Mission & Values

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## Achieving Outcomes Together

We see our residents as people, not problems. Each individual is valued and respected with their unique needs and experiences at the forefront of our approach.

Our organization aims to offer spaces that are not just functional but also conducive to the well-being and comfort of our residents while making sure they receive the necessary support they need to overcome their challenges.

To do this, we recognize that there is a need for better partnerships, both within our communities and with external stakeholders in order to establish a network of collaboration and to achieve this, we prioritise better business models in all aspects of our operations.

## Our Mission

We aim to fulfil our purpose as an organisation by providing:

- Better Accommodation
- Better Support
- Better Partnerships
- Better Business

## Our Values

We believe our values should reflect in our behaviour towards our colleagues, partners and residents while we work to achieve our Strategy 2024>29. These values are;



**Innovative**



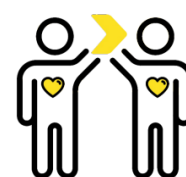
**Dependable**



**Respectful**



**Dynamic**



**Kind**





# 06 Role Profile

## Director of Strategic Partnerships

**Line manager:** Chief Operations Officer

### Key stakeholders

#### Internal:

Managing Directors / Executive Team / Senior Leadership Team / Direct Reports (and team members) / Internal Project Groups (e.g. Lived Experience Groups) / Staff Teams from across the Organisation (as required).

#### External:

Ministry of Justice / HMPPS, / County and District Local Authority Commissioners / Delivery Partners (e.g. Landlords) / Advisors (e.g. Lawyers) / Auditors / Emergency and Statutory Services / Various Clients and Customers

### Overview of the role

You will be the strategic lead for all our temporary and emergency accommodation, currently in excess of 1,000 family units. You will lead on operational delivery and transformational change within your business unit. Ensuring that quality and performance are improved on a continuous basis. You will be the key lead for partner relationships and seek to develop new partnerships and contracts maintaining a positive public profile of The Housing Network. You will make optimal decisions regarding contract offerings for the organisation and be a key lead in the continued growth of The Housing Network. You will lead a team of staff both office and field based, giving clear direction and guidance on best practice and customer care.

### Key Responsibilities

1. Lead responsibility for our temporary & emergency accommodation.
  - a. Lead responsibility for contract management and delivery of our contract, framework, and spot provision of accommodation.
  - b. Lead responsibility for networking, developing, and maintaining stakeholder relationships for strategic and operational gain with local authorities, ensuring we build on and strengthen our 'Provider of Choice' status.
  - c. Lead on the accurate collection and recording of data for local authority contracts, using that data to measure and report on all aspects of service delivery; ensuring the impact of our services is fully evidenced and recognised, collaborating with commissioners and stakeholders throughout the process.
  - d. Lead responsibility for the development and management of a compliant Safeguarding Framework and process for all areas of responsibility, which aligns with and compliments overarching / organisational Safeguarding processes.





- e. Manage and coach dedicated office and field-based teams across the country to enhance cohesive working and embed a behavioural framework underpinned by THN's values, whilst working to incorporate elements of trauma informed, psychologically informed environment and strength-based practice.
  - f. Support direct reports and people managers within the temporary accommodation contracts to proactively manage and develop their own teams, being a critical friend whilst coaching them to get the best from their teams at all times.
2. Provide leadership through personal behaviours, direction and conduct in line with The Housing Networks values.
  3. Work with the COO and Managing Directors to deliver our strategic plan, setting the vision and leadership to the support directorate and play a key part in the wider The Housing Network Leadership Team to achieve our ambitious targets.
  4. Ensuring consistent and effective professional standards are maintained in assessing and managing risk. In relation to temporary & emergency accommodation: Ensure that high quality support, expertise and infrastructure are provided across the business to ensure safe and effective operational delivery. Manage existing partner relationships and seek to work with new partners to develop propositions and support options for our customers.
  5. Ensure we are responding to customers' evolving needs and preferences to design and deliver services, including through digital channels and more traditional ways.
  6. Ensure that service areas are creative and innovative in order to ensure continuous service improvement and finding new ways to deliver corporate objectives.
  7. Work in partnership with the wider director group and managing directors to create a culture of customer care and continuous improvement.
  8. Lead and develop high performing teams. Embed an insight-driven, service culture through the teams, encouraging curiosity and innovation to identify service improvements and efficiencies, and support the teams to deliver service excellence and change.
  9. Maintain knowledge of changing regulation and legislation, to prepare for additional or different compliance requirements.
  10. Set and deliver budgets and performance targets through effective planning and monitoring. Identify opportunities for service excellence, efficiencies, greater value for money, and partnership or commercial opportunities for growth.

### **Experience, knowledge and qualifications**

- a. Degree qualified in a relevant or complimentary field.
- b. Substantial knowledge and experience of working with local authorities or similar arena within a comparable role, to a similar scope and scale.
- c. Substantial knowledge and experience of working with individuals / families who are experiencing multiple disadvantage / severe multiple disadvantage.
- d. Demonstrable success of implementing transformational change, including culture, growth, cost management and quality elements.
- e. Demonstrable ability to think and act strategically, understanding the policy, political and legal context of a situation, to make meaningful and effective decisions.



- f. Experience of partnership working and stakeholder / contract management in a co-commissioning environment.
- g. Substantial experience of managing and maximising relationships with key sector specific stakeholders.
- h. Substantial experience of mobilising and continuously improving services for offender / ex-offender or comparable cohorts, of a comparable or greater scope to that noted.
- i. Demonstratable experience of capturing the Lived Experience Voice within service performance review and design.
- j. Experience of managing and mitigating operational risks within similar sector, across wide geographical areas.
- k. Demonstratable experience of creating systems and processes to mitigate risk, maximise performance and deliver high quality solutions.
- l. Knowledge and experience of Budget Preparation and Management in line with the scope noted within the Main Requirements.
- m. Experience of forming, engaging and developing high performance teams in a sector relevant to the role.
- n. Proven abilities of understanding, delivering against and complying with relevant legislative standards of the housing / homelessness sector.

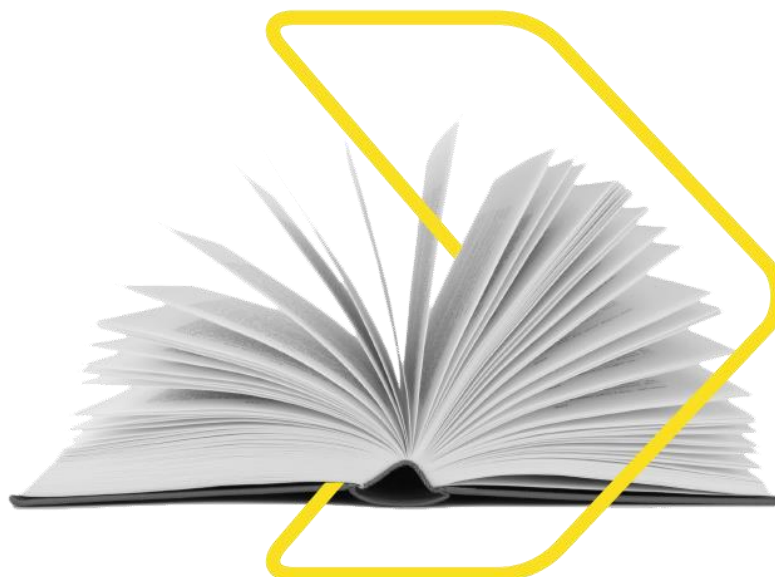
#### **Aptitudes, skills and competencies**

- o. Excellent interpersonal skills and ability to build relationships with a wide range of internal and external stakeholders.
- p. Excellent numeracy skills sufficient to facilitate the monitoring and management of expenditure / budgets and providing appropriate performance reporting.
- q. Excellent abilities in use of the full Microsoft Office suite of programmes.
- r. Enthusiastic and energetic with a drive to achieve and exceed in the meeting of objectives.
- s. Good organisation skills, with the ability to co-ordinate and prioritise workloads to ensure deadlines are met.
- t. Committed team player, but also able to work under own initiative and unsupervised within fast paced and (on occasions) highly pressured environments.
- u. Innovative and solution focused, always striving to exceed expectations for the organisation and personally.
- v. Excellent communication skills, verbal and written, within a variety of different communication channels.
- w. Collaborative and approachable when working to achieve shared and organisational level goals.
- x. Focused approach to the completion of tasks in a logical and priority focused way.



## Personal Attributes

- y. Confident and approachable, always seeking to enhance and add to your colleagues' experience at work.
- z. Commitment to equality and valuing diversity and understanding its importance in the organisation.
- aa. Willingness to undertake training and development relevant to personal and organisational improvement in the role.
- bb. Willingness to display leadership and be 'hands-on' when the situation requires it.
- cc. Flexibility, including the willingness to adjust working hours to meet operational needs, including evening and weekend working where necessary.
- dd. Mobile with own vehicle and willingness to work across all geographical areas of the organisation.
- ee. Personal interest and commitment to the organisational purpose and, with an active commitment to working within and championing the organisational values.
- ff. Committed to supporting others to develop, learn and deliver beyond the current limits and personal expectations.
- gg. Resilient and able deal with people who are complex and sometimes challenging.
- hh. Keen to support colleagues and ensure business is working cohesively and to the same objectives.
- ii. Adaptability and being prepared to help out if circumstances require.
- jj. Keen to lead by example.
- kk. Able to, at all times:
  - i. act with integrity.
  - ii. act with due skill, care and diligence.
  - iii. act with professionalism.
  - iv. be open and co-operative with colleagues.
  - v. act with compassion to those both within the Company and those who we support in the accommodation.



## 07 Key Terms & Conditions

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### **Remuneration**

Salary is circa £100,000 depending upon experience. There is also access to consideration of up to 25% in performance related bonuses.

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### **Other benefits**

Occupational Sick Pay Scheme

Occupational Maternity, Paternity and Shared Parental Leave

Paid Volunteering Days

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### **Annual holiday entitlement**

28 days plus Bank Holidays

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### **Working hours and location**

Monday to Friday, 0900-1730 hours

Capability Green, Luton, Bedfordshire

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### **Probation and notice period**

6-month probation period

3 months notice period



# 08 Key Dates

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**Closing date: Wednesday 2<sup>nd</sup> April | 09:00**

We will be in touch to let you know the outcome of your application by COP on Friday 11<sup>th</sup> April.

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**First stage selection:****First interviews: Monday 14<sup>th</sup> & Tuesday 15<sup>th</sup> April 2025 | via Teams**

Longlisted candidates will be interviewed by a Campbell Tickell panel.

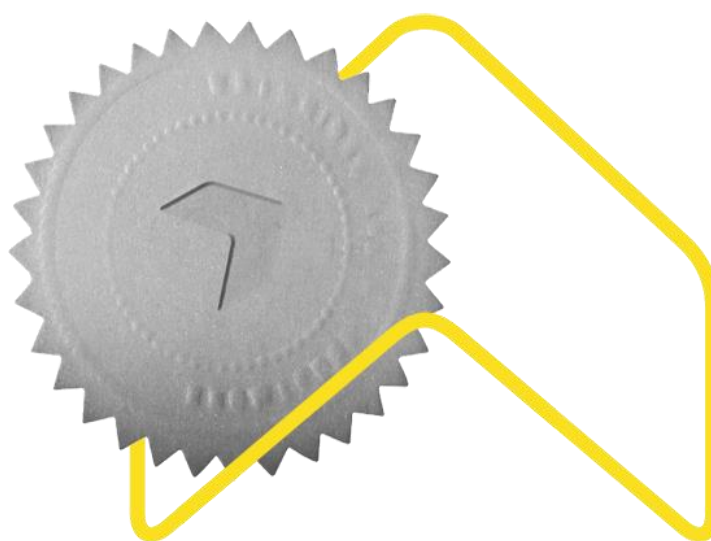
**Informal 1:1 conversation with Mark Turner, COO: Wednesday 16<sup>th</sup> & Thursday 17<sup>th</sup> April 2025 | via Teams**

We will be in touch to let you know the outcome of this stage by COP on Friday 25<sup>th</sup> April.

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**Final stage selection:****Final interview: Thursday 1<sup>st</sup> May 2025 | In person (Capability Green, Luton)****Presentation: Wednesday 7<sup>th</sup> May 2025 (Capability Green, Luton)**

If you are unable to participate on any of the identified dates for interviews or other sessions, please do speak to Campbell Tickell before making an application.





# 09 Advertisement



**The Housing  
Network**

## Director of Strategic Partnerships

**Circa £100k plus up to 25% performance related bonus**

**Bedfordshire**

At The Housing Network, we believe that when vulnerable people have a good home and a helping hand, they become more independent and rely less on local authorities. That's our focus.

We partner with local authorities and other organisations to provide good quality, safe places for people to live. We understand that each situation and resident is different, so we work hard to provide the right homes quickly that ensure each individual is looked after well. And whether people need temporary, supported shared, or more specialist accommodation, all of our properties meet high standards, are well looked after and have a 24/7 maintenance service that fixes problems day or night.

We are excited to be seeking a new Director of Strategic Partnerships to join our team. This is a crucial role in the growth of our organisation, as our new Director will be the strategic lead for all our temporary and emergency accommodation, currently in excess of 1,000 family units. The planned growth in our portfolio means that we need a dedicated and experienced leader to ensure we retain a focus on operational delivery and transformational change. You will be our key lead for partner relationships, responsible for identifying, developing, and fostering relationships that drive business growth.

Our new Director will have a substantial proven track record in business development, relationship management, scaling businesses and driving transformational change and the ability to establish a network of collaboration. In addition, they will share our desire to deliver excellence and our commitment to supporting our residents.

If you would thrive on the opportunity to make a significant impact within a fast-growing, forward-thinking organisation, we would be really keen to hear from you.

To arrange a conversation, please contact:

Kelly Shaw | Associate Consultant | [kelly.shaw@campbelltickell.com](mailto:kelly.shaw@campbelltickell.com) | 07900 363 803

Download a pack from <http://www.campbelltickell.com/jobs>

**Closes | Wednesday 2<sup>nd</sup> April 2025 | 09:00**

**CAMPBELL  
TICKELL**





Telephone 020 8830 6777  
Recruitment 020 3434 0990

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[@CampbellTickel1](https://www.instagram.com/CampbellTickel1)