



GROWTH FRONTLINE SERVICES MANAGER

Job Title	Frontline Services Manager
Start date	Immediate
Wage	£30-35,000 (depending on experience) plus basic pension and life insurance
Annual leave	25 days (plus Bank Holidays)
Working hours	35 hours per week (with some flexible working required)
Office location	Poplar, Tower Hamlets
Line Manager	Director
Applications by	20 th February 2026
Interviews	Week commencing 23 rd February 2026
Applications	Please email your CV and a completed application form to nicky@thisisgrowth.org .

ABOUT GROWTH

GrowTH is a non-denominational Christian charity, which works in partnership with evangelical churches from a variety of backgrounds within the London Borough of Tower Hamlets.

GrowTH seeks to share God's love with its homeless neighbours in word and deed. So, alongside receiving practical care and help, all GrowTH guests have the opportunity to hear the good news of Jesus and to explore the Christian faith, if they wish.

GrowTH, has four main projects that make up the charity's activities. They are as follows:

- **Night Shelter:** provides volunteer-run winter shelter in Tower Hamlets from October – April each year. Homeless men and women are referred to GrowTH by local homeless agencies. Once accepted into the shelter, guests receive a warm welcome, a hot evening meal, a safe bed for the night, and breakfast in the morning. The resettlement support there provides every guest in the shelter with one-to-one support from GrowTH's two Advocate Workers to help them move out of homelessness, with the aim of resettling them into stable accommodation. We accommodate up to 15 Guests in the Shelter each night, and typically shelter around 150 Guests each season.
- **Housing:** provides medium term (twelve-eighteen month) affordable move-on homes locally for some who have stayed in the shelter, or are referred in from other sources, in order to help them transition towards independence. Each Resident is provided with bespoke support towards their support needs by our Housing team. We currently have 31 residents across 12 flats.
- **Day Centre:** provides a safe space for guests to meet with the staff team for advocacy and support meetings. There will also be space for shelter guests to relax and ample opportunities for both staff and volunteer-led evangelistic events, as well as prayer ministry.
- **Lazarus House:** a community house project for male residents. The house provides an opportunity for men seeking a fresh start to confront deep rooted issues impacting their lives, within a safe, loving, disciplined and family environment. This is a key partnership with the local churches in which they provide discipleship for the Residents as well as fellowship, and GrowTH provide the practical support and housing.

KEY RESPONSIBILITIES

Providing day-to-day oversight and support to GrowTH's various frontline projects

1. Provide oversight of logistics for GrowTH's projects; ensuring smooth daily operations
2. Oversee the provision of one-to-one support to Residents and Guests
3. Manage referrals into the projects, and oversee move-on options for Residents and Guests
4. Oversee good maintenance of properties and facilities, ensuring compliance with safety checks and other requirements
5. Provide oversight for the development and implementation of new frontline projects

Providing strategic support for GrowTH across its projects, and the wider organisation

6. Oversee and regularly review the viability of GrowTH's various projects
7. Ensure sufficient policies and procedures are in place for the projects to comply with relevant legislation and guidelines
8. Assist the Director with planning and strategic matters

Providing support to the wider GrowTH team

9. Support and line manage frontline staff in the Day Centre, Shelter, Housing and Lazarus House projects

DETAILED RESPONSIBILITIES

Provide oversight of logistics for GrowTH's projects; ensuring smooth daily operations

- Ensure the smooth running of the Shelter, Housing, Lazarus House, Day Centre operations.
- Oversee staff in making day-to-day decisions with regards to the support and casework given to Residents or Guests.
- Oversee the day-to-day logistics of the projects, and addressing any logistical challenges that arise.
- Resolve complaints and concerns raised by guests, residents, or staff effectively.

Oversee the provision of one-to-one support to Residents and Guests

- Along with other team members, provide support to Residents and Guests around their bespoke support needs – tenancy sustainment, finances, employment, health, and life skills, etc.
- Support frontline staff in the delivery of this support to Residents and Guests; assisting with suggestions or providing clear direction in their casework.
- Assist Residents and Guests in accessing support provided by other organisations or services.
- Oversee the provision of groups, activities, courses, or events to upskill Residents and Guests.

Manage referrals into the projects, and oversee move-on options for Residents and Guests

- Oversee the referral process, and the individual referrals that come into the Shelter, Housing and Lazarus House.
- Where required, assess prospective Residents or Guests for their suitability, and be able to clearly explain the individual projects and their criteria.
- Ensure that Residents and Guests are well prepared for their move ons from GrowTH's projects, and oversee the presentation of move on options to each individual.
- Assisting frontline staff in the securing of onwards accommodation for Residents and Guests, which may include building strong connections with other providers, and researching new options.

Oversee good maintenance of properties and facilities, ensuring compliance with safety checks and other requirements

- Ensure that the decoration, fittings, and furnishings throughout the Housing project, Lazarus House and Day Centre are of good quality, checked regularly, and replaced when required. And that all GrowTH's projects are clean, welcoming, and functional.
- Liaise with the landlord, contractors, or other relevant parties regarding repair works.
- Ensure that routine fire safety checks are undertaken in all of GrowTH's properties, and that gas and electric safety certificates are obtained. Ensuring compliance with all relevant health and safety legislation.

Provide oversight for the implementation of Lazarus House

- Provide ongoing operational oversight for Lazarus House, supporting staff and ensuring high quality care and support for the Residents.
- Identify and assess opportunities for future projects that will enhance GrowTH's mission, working with the Director to develop any new initiatives, should opportunities arise.
- Lead the setup and successful launch of any new frontline initiatives or projects, in alignment with GrowTH's vision and values.

Oversee and regularly review the viability of GrowTH's various projects

- Perform and lead regular reviews of each of GrowTH's projects, to ensure that they are performing well compared to their pre-agreed targets and KPIs.
- Ensure that rental income is maximised, and apply for grants for specific needs if required.
- Track and report on the expenditure of the various projects.

Ensure sufficient policies and procedures are in place for the projects to comply with relevant legislation and guidelines

- Write and regularly update policies and procedures for the Housing, Shelter, Day Centre, and Lazarus House; in accordance with any changes in legislations, guidelines, or best practice.
- Ensure that staff are aware of the policies, well-trained, and follow these policies effectively.

Assist the Director with planning and strategic matters

- Review the Shelter, Housing, Lazarus House and Day Centre projects to identify areas for improvement.
- Meet with Director, Management team, and Trustees to plan the future of the projects.
- Meet with other organisations to learn and implement best practices.
- Assist the Director in organising and executing larger events and initiatives for the charity.

Support and line manage frontline staff in the Day Centre, Shelter, and Housing projects

- Provide line management to the frontline staff (currently Housing Workers, Advocate Workers, and Shelter Coordinator); including regular supervision, and appraisals.
- Supporting frontline staff in their roles; ensuring they have the training and resources that are required.
- Help to foster a supportive and collaborative team culture.

PERSON SPECIFICATION

<i>Essential Criteria</i>	
Personal faith & values	<ul style="list-style-type: none"> • A committed and active member of a local church. • A deep personal faith in Jesus Christ and a lifestyle consistent with evangelical Christian beliefs. • A strong understanding of Jesus' compassion for the marginalized, a heart for the homeless, and a desire to serve those experiencing homelessness. • A commitment to sharing the gospel in a sensitive and appropriate manner. • Faith that God can transform, heal, and save individuals regardless of their circumstances.
Experience	<ul style="list-style-type: none"> • Experience working with vulnerable or marginalized people, particularly in homelessness, housing support, social care, or a similar setting. • Experience providing one-to-one support, advocacy, or casework for individuals with complex needs. • Experience in administration, project coordination, or service delivery within a charity, church, or community organization. • Experience in taking initiative, problem-solving, and making decisions within a work or volunteer setting.
Skills & Abilities	<ul style="list-style-type: none"> • Strong organisational and administrative skills, with the ability to manage multiple responsibilities effectively. • Good problem-solving and decision-making abilities, with a willingness to take responsibility in key situations. • Ability to build and maintain good relationships with individuals from a variety of backgrounds, including guests, residents, volunteers, and other services. • Good written and verbal communication skills, including the ability to keep clear records and correspondence. • Competency in using Microsoft Office applications and other digital software. • Ability to work independently and as part of a team. • A flexible approach, with a willingness to adapt to the needs of the role, including occasional flexibility with evening or weekend work.
Personal Requirements	<ul style="list-style-type: none"> • A proactive and adaptable approach, with the ability to take initiative and generate ideas. • A high level of emotional intelligence, resilience, and patience when working with individuals who may present with challenging behaviours. • A keen eye for detail and a commitment to maintaining high standards across Growth's services. • A willingness to engage in practical tasks and 'hands-on' support when needed.
<i>Desirable Criteria</i>	
<ul style="list-style-type: none"> • Some experience of leading a team, supervising staff or volunteers, or taking on additional responsibilities within a previous role. • A formal qualification in a relevant field such as social work, housing, theology, or nonprofit management. • Experience working within a Christian ministry or church-based outreach program. • Knowledge of homelessness legislation, housing policies, and safeguarding procedures. • Experience in liaising with local authorities, housing providers, and other support agencies. • The ability and willingness to drive in Tower Hamlets 	

Vision, Mission and Values

This Policy sets out the vision, mission, and values of GrowTH in accordance with the Articles of Association:

1. Vision

To see God transform the marginalised in Tower Hamlets, for His glory.

2. Mission

To mobilise churches to respond to homelessness in Tower Hamlets.

We provide safe and welcoming shelter, hospitality and housing through local churches and partners, to give a fresh start to those who are marginalised and an opportunity to experience the love of Christ.

3. Core Values

We are CHRISTIAN

We build connection and community through committed relationships with our guests and partners, motivated by compassion and God's love, and so:

We are LOVING

Our staff and volunteers care, encourage and support our guests through practical love in action.

We are a PARTNERSHIP

Working together we maximise community resources through our network of churches, referral agencies and housing associations to multiply our impact.

We bring HOPE

We point people to Jesus to find hope now and forever.

We also adhere to the Evangelical Alliance Statement of Faith, and the affirmations contained within the Evangelical Alliance pastoral responses to sexuality, found here -

<https://www.eauk.org/resources/what-we-offer/reports/biblical-and-pastoral-responses-to-homosexuality>