



House of Bread

JOB DESCRIPTION

Role Title: Director of Services & Operations

“Serving our community with compassion, building hope, changing lives.”

SALARY	LOCATION	REPORTS TO	SCOPE
£35,000–£38,000	Stafford	Chair of Trustees	Senior day-to-day leadership

Our Purpose

House of Bread exists to demonstrate God’s love by providing food, friendship and practical support to people experiencing homelessness, hardship and social isolation. We want every person who comes through our doors to experience dignity, kindness, belonging and hope.

The Opportunity

This is the senior day-to-day leadership role within House of Bread. Working in close partnership with the Chair and Board of Trustees, the postholder will lead our people, services and operations while helping the charity remain sustainable, well-governed and rooted in the values that make House of Bread special.

It is a hands-on leadership role. The successful person will be comfortable moving between strategy and delivery: supporting staff and volunteers, overseeing services, managing budgets and risk, developing partnerships and making sure the charity continues to respond to the needs of our community.

Our Values

Compassion	Community	Collaboration	Integrity	Faith
Dignity, kindness and respect.	Connection, belonging and togetherness.	Working with others for greater impact.	Honesty, transparency and accountability.	Christian faith inspires and guides our work.

What You Will Lead

1. Leadership & Direction

- Work with the Chair and Trustees to turn the charity's strategy and priorities into clear, achievable plans.
- Provide visible, values-led leadership across the organisation and create a culture of trust, accountability and care.
- Keep the Board informed through clear reporting on performance, risk, people, finances and service delivery.
- Identify opportunities to improve, develop and strengthen House of Bread while protecting what makes the charity distinctive.

2. Services & Operations

- Hold overall responsibility for the safe, effective and consistent day-to-day delivery of House of Bread services.
- Ensure services are responsive to the needs of people using them and that their voice informs future development.
- Oversee practical operations including the Café & Crisis Café, Friends Service, facilities, transport and logistics.
- Use simple performance information and feedback to understand demand, quality, outcomes and areas for improvement.
- Ensure operational plans, rotas and resources are organised effectively and sustainably.

3. People & Volunteers

- Lead, support and develop employees and volunteers, ensuring people understand their roles and feel valued in the contribution they make.
- Maintain effective arrangements for recruitment, induction, supervision, performance, development and wellbeing.
- Build a positive volunteer experience and ensure volunteers are appropriately supported, trained and recognised.
- Address people issues fairly, consistently and in line with good practice.

4. Safeguarding, Governance & Compliance

- Act as a senior safeguarding lead for the organisation, ensuring concerns are recognised, reported and managed appropriately.
- Ensure appropriate policies, procedures, risk assessments and controls are in place and reviewed.
- Oversee health and safety, food safety, building compliance, incident management and other operational requirements.
- Support the Trustees to meet their governance and regulatory responsibilities, including Charity Commission requirements.
- Maintain a clear organisational risk picture and escalate significant concerns to the Board.

5. Finance & Sustainability

- Work with the Treasurer, Trustees and relevant support to prepare and manage budgets and maintain effective financial oversight.
- Monitor income and expenditure, identify pressures early and ensure resources are used responsibly.
- Support the development of a sustainable income mix through fundraising, grants, donations, partnerships and other appropriate opportunities.
- Ensure financial controls, approvals and reporting arrangements are clear and followed.

6. Community, Partnerships & Profile

- Represent House of Bread positively across Stafford and the wider community.
- Build strong relationships with churches, statutory agencies, community organisations, businesses, funders and supporters.
- Protect and strengthen House of Bread's reputation and ensure its story, impact and needs are communicated with authenticity.
- Create opportunities for partnership working that improve support for guests and extend the charity's impact.
- Enable fundraising, community engagement and communications activity, drawing on staff, volunteers, Trustees and external support rather than trying to deliver every activity personally.

The Person We Are Looking For

We are looking for a grounded, compassionate and capable leader who can bring structure and confidence while remaining close to the people House of Bread exists to serve. You do not need to have held the title of Managing Director or Chief Executive before. What matters is your ability to lead people, take responsibility, exercise good judgement and connect strongly with our purpose and values.

Essential

- Experience leading people, services or operations in a complex, people-focused environment.
- The ability to balance strategic thinking with practical day-to-day delivery.
- Confidence managing budgets, priorities, risk and competing demands.
- Strong communication and relationship-building skills, including with senior stakeholders.
- An understanding of safeguarding and the importance of safe, accountable services.
- The judgement and resilience to make decisions, address problems and lead through change.
- A leadership style based on dignity, compassion, integrity and collaboration.
- Genuine alignment with House of Bread's Christian ethos and values, and the ability to uphold them in an inclusive way.

Desirable

- Experience within a charity, community, homelessness, housing, health or social care setting.
- Experience working with volunteers.
- Experience of fundraising, grant funding or partnership development.
- Experience working with a Board or Trustees.
- Knowledge of charity governance and regulatory requirements.
- Experience improving services, processes or organisational structure.

How We Expect This Role to Feel

Visible

Present, approachable and connected to the work.

Practical

Able to turn plans into action and solve problems.

Values-led

Making decisions through compassion, integrity and faith.

Together, we can build a stronger, sustainable House of Bread that serves more people, builds more hope and makes a greater impact in our community.

This job description may evolve as House of Bread develops.