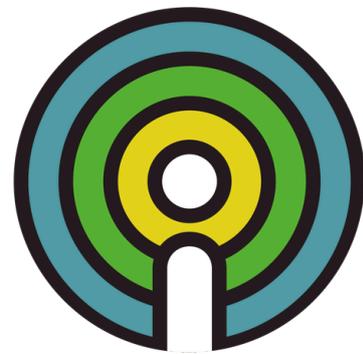




# IMPAKT Housing & Support Housing Partnerships Manager

Candidate Pack  
February 2026

talk



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housing & support



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# 1

## Introduction



### A welcome from the CEO

Dear candidate,

Thank you so much for your interest in joining IMPAKT Housing & Support. The fact that you're considering a role with us tells me something important about you: that you care about making a real difference in people's lives. That matters enormously to us, and I'm genuinely delighted that you're exploring this opportunity.

IMPAKT is a charity with a clear and passionate mission: to provide safe, high-quality supported housing and wraparound services to some of the most vulnerable people in our communities across Bedfordshire, Northamptonshire, and Cambridgeshire. From our supported housing and domestic abuse services to our food support programmes and charity retail operations, everything we do is driven by the belief that everyone deserves a safe place to call home and the support they need to thrive.

We are at an incredibly exciting point in our journey. IMPAKT is undergoing a period of significant transformational growth, and the roles of Head of Governance & Regulatory Compliance and Housing Partnership Manager are central to our ability to grow responsibly and sustainably. These aren't just jobs; they are pivotal positions that will directly shape how we develop as an organisation and, ultimately, how many more people we can support.

As a Registered Social Landlord, we take our regulatory responsibilities seriously, and we are committed to the highest standards of governance. At the same time, we are building strategic partnerships with housing providers in Cornwall, Devon, Kent and Sheffield, enabling us to extend our reach and IMPAKT. This role will report directly to me, reflecting just how important they are to our future.

What I want you to know above all else is this: IMPAKT is a place where your work will matter. We are a warm, committed, and ambitious team, and we are looking for people who share our values and want to be part of something truly meaningful. We don't just want colleagues, we want people who will bring their whole selves to this work and help us build something special.

This candidate pack will give you a fuller picture of who we are, what we do, and what these roles involve. I hope that as you read through it, you'll feel the same excitement about our future that I do.

If you have any questions at all, please don't hesitate to get in touch. We want this process to feel open, supportive, and transparent from the very start.

I very much look forward to hearing from you.  
With warm regards,

**Paul Hunt**  
Chief Executive Officer

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**About us**



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# 2

## About Us



### IMPAKT Housing & Support

**With over 400 bed spaces of supported housing our mission is to end the revolving door of homelessness.**

This starts with recognising the trauma caused by homelessness, providing a safe and aspirational place for people to live, and the skills and support for long term independent living.

The success of our housing allows us to make an even bigger IMPAKT in the community. Two domestic abuse support and resettlement teams, a free to use community larder, affordable used furniture and a boutique upcycling shop to benefit both the environment and our non profitable services.

#### Our Values

- **Aspirational** - We believe everyone can be the best they can be and dream big dreams.
- **Caring** - We believe everyone should be cared for.
- **Empowering** - We believe we should support and encourage people to take ownership of their lives to enable them to achieve positive change.

#### Our future, our Impakt

Please click here to download our [Strategic Plan 2024 - 2034](#).

# 2

## About Us



### IMPAKT housing

#### **Homelessness can happen to anyone.**

Whether it's relationship breakdown, a series of unforeseen life events, decline in mental health, loss of income or systemic problems including a lack of affordable housing. People can find themselves forced onto the streets, as part of the wider hidden community of sofa-surfers, or living in unsatisfactory temporary accommodation. As part of our strategy to combat homelessness, IMPAKT Housing provides a home for over 400 people aged 16-65 in a range of settings with varying levels of support.

### IMPAKT domestic abuse

#### **Abuse is NOT Okay**

We deliver services that support people escaping abusive relationships, to provide individuals and families with a safe place to call home. People often present to our services at a point of crisis, fleeing with few or no possessions. Our experienced domestic abuse teams help clients to move away from the abuser at the earliest opportunity and provide the emotional and practical support they need to help smooth the transition. We work in partnership with other agencies to provide a coordinated, wrap around package of support tailored to individual needs and aspirations. Using a trauma informed approach, we empower individuals to discover their own strengths and to build the resilience and skills that will enable them to live independently and free from fear.

### IMPAKT food

#### **No criteria. No questions. Everyone is welcome.**

We have a range of fresh fruit and vegetables, cupboard staples and packet food. We also stock pet food, toiletries, and feminine products subject to availability. Our visitors don't need a referral or to speak to anyone beforehand. We operate on a no criteria, no questions asked basis.

### IMPAKT interiors

#### **IMPAKT interiors is a destination home interiors and gifts boutique with a difference.**

Every purchase helps IMPAKT housing & support make a difference for people in need.

Purchases help to fund our housing for the homeless, put food into our community larder, and fund our domestic abuse resettlement teams.

# 3

## Role description



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# 3

## Job description



### Role details

<b>Role title</b>	Housing Partnerships Manager
<b>Salary</b>	Circa £50,000 depending on experience
<b>Location</b>	Bedford with travel across the UK
<b>Hours</b>	Full time
<b>Responsible to</b>	CEO
<b>Benefits</b>	<ul style="list-style-type: none"><li>• 25 Days and bank holidays plus Statutory bank holidays</li><li>• Company Pension</li><li>• Life Assurance</li><li>• Cycle to work</li><li>• Employee Discount</li><li>• Wellness Programme</li><li>• Training and Development</li><li>• Referral Scheme</li><li>• On-site Parking</li></ul>

# 3

## Job description



### Background

IMPAKT Housing & Support is an award-winning, progressive, forward-looking housing association that has been making an impact since 1986. Underpinned by a strong set of values, we are committed to supporting people to recover from trauma and the devastating impact of homelessness and domestic abuse in a safe and aspirational environment. We are ahead of the field in our commitment to delivering services in a psychologically informed way, operating as a trauma-informed Psychologically Informed Environment (PIE) service to maximise successful outcomes for our clients.

We provide supported housing for over 400+ vulnerable people aged 16-65 across Bedfordshire, Cambridgeshire, and Northamptonshire. We also work with housing partners in the Southwest, Kent, and North and South Yorkshire. Beyond housing, we deliver domestic abuse outreach services across the East of England, operate a community food larder, and run social enterprise retail stores. As a registered provider and registered charity, we maintain high occupancy rates with low rent arrears, demonstrating our commitment to sustainable, well-managed services that truly transform lives.

We expect our staff to be passionate about making a difference to people's lives and wanting the best for those we support, which often means 'going the extra mile' to achieve it. In return, we offer a competitive remuneration package, comprehensive developmental support, ongoing training opportunities, and a friendly working environment where your contribution to ending homelessness will be valued and supported.

### Job Purpose

The Housing Partnerships Manager is a new role and will be key in developing, managing, and sustaining strategic partnerships with our housing partners. This role leads negotiations, finalises agreements, and ensures ongoing compliance with all contractual, regulatory and compliance requirements. The postholder will be the key liaison with our housing partners, building strong and collaborative relationships while safeguarding organisational standards and service delivery commitments. The postholder must be prepared to travel and occasionally stay away from home.

# 3

## Job description



### Main duties and responsibilities

#### Partnership development and negotiation

- Take the lead in identifying, developing, and securing new housing partnerships.
- Working with our legal advisor, draft, negotiate and finalise Service Level Agreements (SLAs), leases, sub-leases, and other contractual arrangements
- Drive partnerships to conclusion, ensuring agreements are signed and implemented effectively.
- Build and maintain strong, professional relationships with existing and prospective housing partners.

#### Contract and compliance management

- Ensure all housing partner agreements meet organisational, legal, and regulatory requirements and adhere to the Regulator of Social Housing.
- Oversee compliance with housing standards, safeguarding, compliance and health & safety obligations.
- Monitor partner performance against contractual terms and SLAs, addressing issues promptly.
- Maintain accurate records of contracts, agreements, and compliance visits and audits.
- Monthly/Quarterly KPI meetings.

#### Relationship management

- Act as the primary point of contact for housing partners.
- Foster long-term, collaborative relationships to support service delivery and mutual objectives.
- Provide partners with guidance, support, and updates on compliance and operational requirements.
- Escalate and resolve issues, disputes, or risks in a timely and professional manner.

# 3

## Job description



### Reporting and governance

- Prepare and present regular partnership and compliance reports for the Executive team.
- Support audits, inspections, and governance reviews relating to housing partnerships.
- Contribute to continuous improvement in processes, ensuring efficiency and best practice.

### Internal and external relationships

- All stakeholders of the organisation
- Act as a positive role model
- Promote a tolerant and respectful attitude within the Organisation, characterised by our values

### Additional information

IMPAKT is deeply committed to safeguarding and promoting the welfare of the vulnerable people we serve, and we expect all staff to share this commitment. This post is subject to an enhanced DBS check.

The role is office-based.



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## Person specification



### Person specification

#### Experience

- Proven experience in contract management, compliance, or partnership management within social housing, property, or regulated services.
- Strong negotiation and influencing skills, with experience in securing and finalising agreements.
- Experience within the social housing, supported housing, or property management sectors.
- Knowledge of housing law, safeguarding requirements, and social housing regulatory standards.

#### Skills and abilities

- Excellent relationship management and stakeholder engagement skills.
- Close attention to detail with strong organisational and record-keeping skills.
- Strong written and verbal communication skills.
- Strong understanding of compliance frameworks, particularly within housing and/or supported accommodation.
- An understanding of leases, sub-leases, and Service Level Agreements.

#### Qualities and general

- Commercially astute with the ability to balance business needs with compliance requirements.
- Proactive, solution-focused, and resilient under pressure.
- Collaborative team player who can also work independently.
- Committed to the values of IMPAKT Housing & Support, including supporting vulnerable individuals through safe and compliant housing solutions.
- Clean full driving license.
- Must be prepared to travel with occasional overnight stays.
- Personable and good at building and maintaining relationships.

# 4

## Person specification



### Key performance indicators

- 100% of SLAs, leases, and sub-leases negotiated, signed, and operational within agreed timeframes.
- 100% of contracts renewed/extended successfully vs lapsed.
- Accuracy and completeness of contract records (audit-ready at all times).
- 100% of partners are compliant with regulatory, legal, and safeguarding standards.
- Number of compliance issues identified vs resolved within agreed timeframes.
- Results of compliance audits/spot checks (e.g., 95%+ pass rate).
- Partner satisfaction score (through periodic feedback/surveys).
- Frequency and effectiveness of partner engagement meetings.
- 100 % of housing units meet agreed quality and safety standards.

# 5

## How to apply



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## How to apply



IMPAKT Housing & Support is working exclusively with Charisma Charity Recruitment.

Applications should be submitted through the [Charisma website](#), and include:

- A comprehensive CV
- A supporting statement, explaining how you believe you match the requirements of the role and describing any potential conflicts of interest.

For an informal and confidential discussion about the role, please contact:

Sandra Smith, Associate Director of Charisma Charity Recruitment on 01962 813300 or email [info@charismarecruitment.co.uk](mailto:info@charismarecruitment.co.uk)

We welcome and encourage expressions of interest from people of all backgrounds. We do not discriminate on the basis of disability, race, colour, ethnicity, gender, religion, sexual orientation, age, veteran status or other category protected by law.

**Closing date: Sunday 22<sup>nd</sup> March 2026**

**1<sup>st</sup> Interviews with IMPAKT Housing & Support: Wednesday 15<sup>th</sup> April 2026**

**2<sup>nd</sup> Interviews with IMPAKT Housing & Support: Wednesday 22<sup>nd</sup> April 2026**

**Charisma vetting interviews must be completed by 26<sup>th</sup> March prior to shortlist submission.**



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