

KAIROS HOUSING

OPERATIONS MANAGER RECRUITMENT PACK



Share your own message of welcome, hope or reflection

A MESSAGE FROM THE TRUSTEES



Thank you for considering a role at Kairos Housing. We hope this pack gives you what you need to decide whether this is the right opportunity for you.

Kairos Housing grew out of a shared vision between local churches in Blackburn with Darwen to support people seeking asylum and refugees. Our mission is to show the love of Jesus as we provide sanctuary, build community, and seek justice. We envision a future where those seeking sanctuary are free from homelessness and destitution, living stable, integrated lives.

We do not discriminate in who we support. Our homes are open to people of all backgrounds, identities, faiths, genders, sexual orientations and abilities, and everyone who comes to us is treated with dignity, respect and care.

Because this role carries and represents that Christian motivation — leading staff prayer and devotionals, developing partnerships with churches, holding the ethos of the charity in day-to-day decisions — it is an occupational requirement that the postholder is a practising Christian. If that is the kind of Christian organisation you have been looking for, we would love to hear from you.

This role is deliberately open to two very different candidates: an experienced housing or operations professional ready to hit the ground running, and someone with the right values, aptitude and transferable skills who wants to step up into operational leadership with proper support behind them.

OUR WORK

At Kairos Housing, we provide supported short-term accommodation that serves as a bridge between crisis and independence. Before being referred to us, many of our guests were destitute and street homeless, surviving on park benches or in dangerous, insecure situations.

Our homes offer short-term shared accommodation and specialist support to single adults in Blackburn with Darwen — people seeking asylum, and refugees, who are homeless and destitute after receiving a decision on their claim, whether positive or negative. We support adults only, both men and women, though most of our guests are men. They have fled persecution in their home countries because of their race, religion, nationality, political opinion or membership of a particular social group, and are housed in fully furnished properties across Blackburn and Darwen, giving them a safe and stable place to rebuild their lives.

Supporting people seeking asylum: When an asylum claim is refused, individuals are often left in legal limbo. With No Recourse to Public Funds, they cannot work, rent or claim benefits, and are at high risk of exploitation. We offer a route out of destitution by covering living costs and supporting guests to access the legal services they need to pursue a fresh asylum application.

Empowering new refugees: Receiving refugee status is a moment of hope, but with only a short period to move on from Home Office housing and support, individuals are often left homeless. We provide the stability needed during that transition.

Equipping for the future: For all our guests, we provide a structured programme of 1:1 support and workshops designed to build resilience and practical life skills:

Mental health and wellbeing: Workshops based around the 5 Ways to Wellbeing, helping guests understand trauma as a survival response and offering tools to heal and move forward.

Independent living: Practical sessions including UK rental law, household budgeting, and managing utilities.

Community connection: Supported pathways into volunteering and local social networks.

Advocacy and solidarity: We stand firmly against hostile anti-immigration rhetoric. Raising awareness, challenging misconceptions, advocating for the rights of people seeking asylum and refugees, and fighting for a fairer, more compassionate asylum system is core to our mission.

Our guests arrive having been told, in a hundred different ways, that they are a problem to be managed. Our radical welcome is the opposite of that. It means saying welcome home and meaning it — a safe place, a bed, community, support and belonging. Not hostility, and not even tolerance: we want them to know we are deeply sorry they had to make the journey they had to take to get here, but we are genuinely glad they are here. Everything in this pack about compliance, rent collection and record-keeping exists to make that welcome possible and sustainable.

Find out more: Kairos Housing is a registered charity (No. 1198820) and a member of NACCOM. To get a better feel for our community, visit kairoshousing.org.uk or our YouTube channel at youtube.com/@KairosHousing.

THE ROLE

OPERATIONS MANAGER

Salary	£28,000 – £34,500 per annum
Hours	37.5 hours per week, Monday to Friday
Contract	Permanent, subject to a 3-month probationary period
Location	Office based (Church House, Blackburn Cathedral grounds) with flexibility for some home working, plus travel to our properties as required. As the role is office based and involves frequent site visits, candidates need to live within commutable distance of Blackburn.
Responsible to	The Board of Trustees
Holidays	25 days per annum plus statutory holidays
Pension	Employer contribution of 3%
Travel	Full mileage reimbursement for business travel
Training	A fully funded housing qualification, paid study leave, a dedicated training budget and structured support

How the salary range works

- The full range is genuinely open to every appointable candidate.
- If you join us already holding the relevant housing or operations experience, qualifications and technical knowledge, we would expect to appoint at or near the top of the range.
- If you join us with the right values, aptitude and transferable skills but without the technical housing background, you will start lower in the range and move up through it as you complete qualifications and take on the full technical scope of the role. We will set out that progression clearly and in writing at the point of offer.

Hours, evenings and weekends

- This is not an on-call role. Out-of-hours emergencies are covered by our part-time colleague who lives on site.
- There will be occasional evening or weekend commitments — a weekend community event, an evening trustee meeting — and time will be given back as TOIL.

LOOKING AFTER YOU

- This work brings you alongside people who have survived a great deal, and that has a weight to it. We take that seriously:
- Regular reflective supervision, so you have a proper space to think about the work rather than only to report on it.
- Peer support with people doing similar roles in other local charities, and regular staff away days shared with partner organisations.
- A trauma-informed office environment, and a commitment to keep improving our practice rather than assuming we have it right.
- Shared expertise and support through NACCOM and our close working relationships with other organisations in this field.
- We have a lone working policy, and you will never be expected to attend a situation alone that is not safe.

THE TEAM YOU'D BE JOINING

We are small, which is why this role matters so much:

- CEO (0.8 FTE)
- Operations Manager — this role, full time
- Wellbeing and Independent Living Lead — a contractor delivering guest support two days a week, whose work you coordinate and who you will liaise with closely day-to-day
- Out-of-hours colleague — part time, living on site, covering emergencies, line managed by you
- Volunteers — across a range of roles
- Trustee board — providing oversight and governance
- You would line manage our out-of-hours colleague and our volunteers, and coordinate the work of our Wellbeing Lead. We hope the team will grow as the charity does.
- Everyone pitches in and no two days are the same, so a collaborative approach and imaginative problem-solving are key.

SCALE OF THE OPERATION

You will oversee a current portfolio of five two-bedroom properties (10 bed spaces), shortly increasing to seven properties. A key focus is rigorous, proactive property management — making sure our homes are maintained to the highest possible standards, coordinating maintenance and repair work, and ensuring the properties strictly comply with all relevant housing legislation and regulation.

TRAINING, SUPPORT AND STUDY LEAVE

We are happy to appoint the right person and provide training to support you to become qualified for the role. This is a substantial, funded commitment.

A FULLY FUNDED HOUSING QUALIFICATION

We will fully fund a professional housing qualification and give you paid study leave to complete it.

For most candidates this will be a Level 4 qualification, such as a Certificate in Housing validated by the Chartered Institute of Housing (CIH), studied part-time. We will agree the right route with you once you are in post, based on what you already hold and what the role requires. That may mean starting at an earlier level or with an access course, or — if you already hold a Level 4 qualification — moving on to further professional study or CIH membership instead.

A willingness to work towards a professional housing qualification is an essential requirement of the role. Already holding one is one of the things that would place you towards the top of the salary range.

SUPPORT

Whatever your starting point, you will not be left to work it out alone. This role will include:

- Regular one-to-one support, with a clear induction plan.
- Training in whichever technical areas are new to you — see the list in the person specification.
- Access to sector networks, through local and national organisations.

Our current Operations Manager is leaving us to train for ordained ministry, and has offered to stay on as a volunteer. You will have access to their knowledge and support, but the role will be yours from day one.



KEY RESPONSIBILITIES

Guest care and operational oversight

- Work with the team to ensure we deliver a radical welcome and trauma-informed care to all guests.
- Take responsibility for the day-to-day running of operations, including proactive property maintenance and regulatory compliance.
- Maintain robust systems for housing allocations, financial management and reporting.
- Carry a small amount of direct casework alongside our Wellbeing Lead, particularly at busy periods or during absences.
- Hold difficult conversations with guests where they are needed — about house rules, rent arrears, behaviour, or the end of a placement — and, as a last resort, ask a guest to leave. These decisions are never taken lightly, and never taken alone.
- Act as a key liaison, building and maintaining strong collaborative partnerships with external organisations.

Income maximisation and record keeping

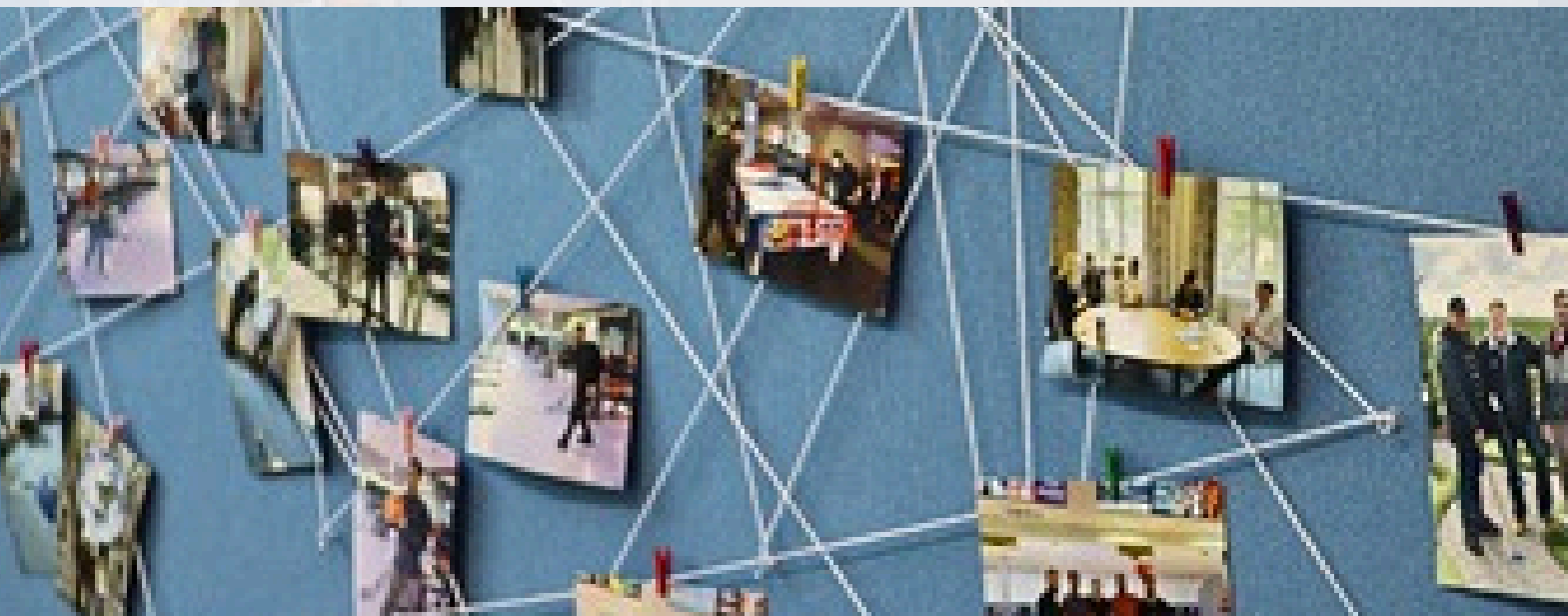
- Ensure full collection of rental income, addressing arrears professionally and promptly.
- Manage and oversee all housing benefit applications from start to finish, ensuring compliance and swift processing.
- Maintain high occupancy rates, with properties well managed and filled in a timely way.
- Keep careful, accurate records across finance, guest support files and property maintenance.

Staff management and growth

- Line manage our part-time out-of-hours colleague and our volunteers, and coordinate the work of our Wellbeing Lead — including induction, regular supervision and development.
- Oversee future recruitment, training and development of staff and volunteers as we grow.
- Foster a supportive environment that encourages open communication and professional growth.

Strategic leadership support

- Work closely with the CEO to develop and implement long-term strategic goals.
- Ensure compliance with legal, financial and regulatory requirements, providing risk management recommendations.
- Report to the trustee board on operational performance.

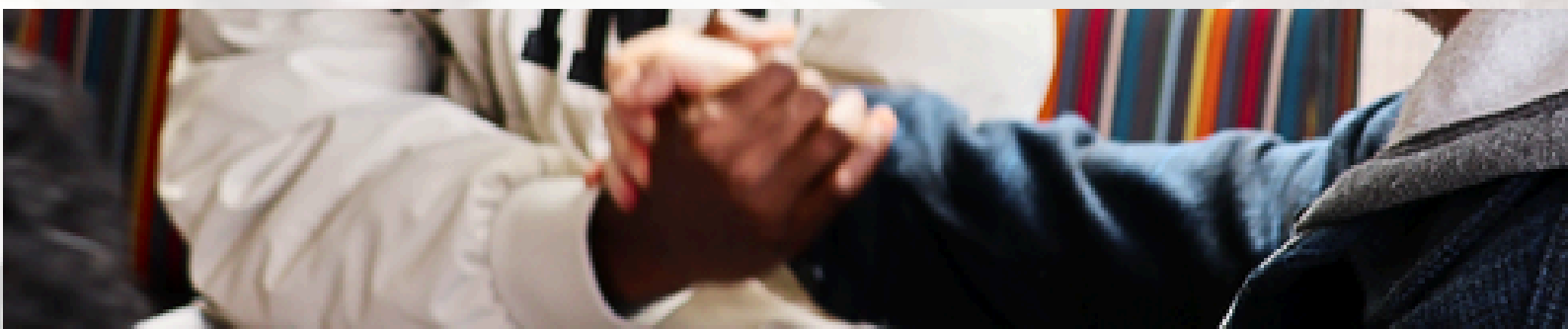


KEY RESPONSIBILITIES CONTINUED

Faith in action

- Lead staff prayer and devotionals, fostering an inclusive culture of faith across the team.
- Hold Kairos Housing's ethos in day-to-day decisions, ensuring our Christian motivation is reflected in how we work.
- Develop and nurture partnerships with local churches, including presenting to congregations and church groups.
- Run supporter events such as prayer breakfasts.
- Communicate the Christian ethos of the charity to guests, colleagues, volunteers and partner organisations in a way that is warm and welcoming.
- Be available and willing to offer prayer with guests who ask for it.

This list is not exhaustive. As a small team, we all pitch in, and you may be asked to take on other duties broadly in line with the responsibilities above. This job description does not form part of the contract of employment, and we will review it with you from time to time as the role and the charity develop.



PERSON SPECIFICATION

Essential — what you need from day one

- Demonstrable numeracy and literacy at a level equivalent to GCSE grade 4 or above, with strong written and spoken English.
- Excellent organisational and administrative skills, with the ability to hold multiple priorities without dropping things.
- Ability to work collaboratively, champion partnership working, and build strong relationships with external stakeholders (councils, third sector, churches, contractors).
- Strong problem-solving, de-escalation and conflict-resolution skills.
- Confidence with IT and a genuine willingness to learn new systems.
- Independent transport: The role requires frequent travel between our properties across Blackburn and Darwen, often at short notice — providing access for contractors, responding to property issues, and transporting equipment and supplies. This requires a driving licence valid in the UK and regular access to a vehicle. Mileage for travel undertaken as part of the role is reimbursed in full.
- Willingness to work towards a fully funded professional housing qualification.
- A passionate commitment to standing against hostile rhetoric, raising awareness, and radically welcoming refugees and people seeking asylum.
- **Occupational requirement:** that you are a practising Christian, able and willing to lead staff prayer and devotionals, foster an inclusive culture of faith, communicate our Christian ethos to guests, colleagues and partners, offer prayer with guests who ask for it, and develop partnerships with churches. This is applied in accordance with Schedule 9 of the Equality Act 2010.

PERSON SPECIFICATION CONTINUED

We will train you in — no prior experience needed

You are welcome to apply if you have none of the following. If you have some or all of them, say so: it is directly relevant to where you would sit in the salary range.

- Housing benefit systems, applications and rent accounting.
- Regulatory compliance for supported housing, including health and safety and the relevant legislative framework.
- Financial management, budgeting and income maximisation.
- CRM and housing management software, and using data to manage performance.
- Line management, supervision and staff development practice.
- Safeguarding practice in a supported housing context.
- Reporting to a trustee board.

Desirable

- Lived experience of displacement, migration or seeking sanctuary.
- Proven experience in management or operations, in any sector.
- Experience in supported housing or working with people in vulnerable circumstances, particularly refugees and people seeking asylum.
- A professional housing qualification, or CIH membership, already held.
- Experience of implementing new management software or processes.
- Experience of working in, or understanding of, the charitable sector.

Personal characteristics

- Deep compassion and a strong heart for social justice, aligned with our mission to support marginalised and traumatised people.
- A collaborative attitude suited to a dynamic small charity where imaginative problem-solving is required and no two days are the same.
- Strong interpersonal skills, with the ability to engage with diverse individuals and organisations.
- High emotional intelligence, with an empathetic and patient approach.
- Proactive, results-driven attitude, with the ability to think strategically.
- A commitment to diversity, equity and inclusion, and to working effectively in a multi-cultural environment.



SAFEGUARDING

- Kairos Housing is deeply committed to the safeguarding and welfare of the adults we support, and we expect every member of staff and every volunteer to share that commitment without reservation. Many of our guests have survived trafficking, torture, exploitation and abuse.
- This post involves regulated activity with adults. An Enhanced DBS check including a check of the Adults' Barred List is required before appointment. Kairos Housing meets the cost.
- The post is exempt from the Rehabilitation of Offenders Act 1974 under the Exceptions Order 1975, so you will be asked to declare all convictions, cautions, reprimands and warnings that are not "protected".
- A criminal record will not automatically prevent you from being appointed. Any disclosure is considered individually, in relation to this specific role, and discussed with you fairly. We are conscious that people who have been through the asylum system, and people who have survived exploitation, may have records that reflect what was done to them.
- We follow safer recruitment practice. We require two references. One should be from your most recent employer or, if you have not been employed recently, from someone who has supervised you in a voluntary, community, church or educational role. We ask referees about your suitability to work with adults at risk, and safeguarding will be explored at interview.

OTHER REQUIREMENTS

Right to work: You must have the existing legal right to work in the UK. We do not hold a sponsor licence and are unable to sponsor visa applications.

OUR COMMITMENT TO INCLUSIVE RECRUITMENT

We are an inclusive employer and actively welcome applications from neurodivergent and disabled candidates. If you need any reasonable adjustments at any stage of the process, please let us know.

- **We shortlist blind:** To make the process as fair as possible, we remove personal details from applications before they are shortlisted.
- **Lived experience:** As an organisation working with people affected by forced migration, we particularly welcome applications from people with lived experience of displacement, migration or seeking sanctuary.
- **Valuing diverse experience:** We deeply value the skills, professional backgrounds and life experiences you bring. Whether your expertise came from formal qualifications, informal community roles, unpaid work, or employment in or outside the UK, we want to hear about it.
- **Guaranteed interview scheme:** We guarantee an interview to anyone who identifies as disabled, or who has first-hand lived experience of the asylum or immigration system, provided they meet the essential criteria for the role.
- **Application support:** We are proud members of the **Experts by Experience Employment Initiative**. If you have lived experience of the UK asylum or immigration system, you can request free, private mentoring and application support from their network at www.ebeemployment.org.uk.

HOW TO APPLY

Application form: Download and complete part A and B of our application form and our Equality Monitoring Form from kairoshousing.org.uk/work-for-us, and return both to recruitment@kairoshousing.org.uk. **Applications will be shortlisted against the essential criteria in this pack.**

Informal chat or site visit: We warmly encourage you to get in touch for an informal phone call or a visit before applying, to find out more about our work. Email recruitment@kairoshousing.org.uk to arrange it.

Closing date: 11.59pm on Sunday 27 September 2026

Interview process: You are warmly invited to bring notes with you. We will cover reasonable travel expenses to attend.

Interviews: We expect to hold interviews in October and will confirm the dates as soon as possible. If there are dates you cannot make, tell us in Part A and we will do our best to work around them.

Start date: As soon as possible after interview, allowing for your notice period. We would rather wait for the right person than rush the appointment, so if you need longer, tell us and we will talk it through.

