THE BRICK PROJECT SHOP WORKS GIVING REUSE

QUEENS HALL ACTION ON POVERTY

Head of Resources

Reports to: Chief Executive Officer

Salary: £48,000

Hours: Full-time 37.5 hours per week

Holidays: 26 days per annum plus your birthday off

Benefits: Life Insurance, Simply Health Cash Plan, volunteering day

Contract: Permanent

Location: Wigan town centre location, with regular visits to sites across the Borough

Responsible for: The charity's central infrastructure and support functions, including people systems, quality and compliance, health and safety, volunteering, property and facilities, administration, operational systems, policies, marketing and communications

Member of: Senior Leadership Team

To apply: Please upload your CV and a covering letter telling us why this role matters to you, how your experience would help The Brick, and how your values connect with ours, using this link:
https://hr.breathehr.com/recruitment/vacancies/48300

Please apply early as we reserve the right to close applications as soon as sufficient applicants have been received.

Closing Date: 18th September.

Interviews: w/c 28th September.

About The Brick

The Brick is an anti-poverty and homelessness charity working alongside people and communities across Wigan. We believe every person has worth, strengths and potential, whatever they have been through. Our work is rooted in dignity, trust, relationships, practical support and hope.

We provide housing, support, food, reuse, volunteering and community-based services for people experiencing poverty, homelessness, crisis and exclusion. We do not define people by the hardest moment of their lives. We believe in second chances, in challenging social injustice, and in creating the conditions in which people can rebuild, belong and thrive.

This is an important time for The Brick. We are growing, the needs around us are changing, and our teams need strong foundations behind them. We are looking for a values-led leader who will help our people do their best work, keep the organisation safe and well run, and make sure systems support people rather than get in their way.

Purpose of the role

The Head of Resources will lead the people, systems and practical support that help every part of The Brick work well. This role sits behind our frontline work, making sure staff and volunteers feel supported, our buildings are safe, responsibilities are clear and the organisation has what it needs to serve people with care and confidence.

This role is much broader than HR. It brings together people support, volunteering, quality, health and safety, property and facilities, administration, communications and organisational systems. The aim is not to create more process. It is to make things clearer, simpler and more joined up so that colleagues can focus their energy on the people and communities we are here for.

The postholder will lead our central-services team, coordinate specialist support and work closely with the CEO, Head of Housing and Homelessness, Financial Controller, managers and trustees. They will make sure these functions work together, respond to what teams need and remain grounded in The Brick's mission and values.

This is a senior leadership role for someone who can hold care and accountability together. We need a person who is practical, thoughtful and brave; someone who will listen before acting, challenge kindly when needed, and make sound decisions without losing sight of the human impact.

What we need this role to bring

We are not looking for someone who sees people as problems to manage or rules as an end in themselves. We need a broad organisational leader who will understand how The Brick really works, build trust across teams and create straightforward ways of working that are safe, fair and useful.

The successful person will help us keep asking:

- Do our staff and volunteers feel welcomed, trusted, supported and able to grow?
- Do managers have the clarity, confidence and support they need to lead well?
- Do our systems recognise people's strengths and make space for second chances?
- Are our buildings, facilities and core systems safe, dependable and fit for purpose?
- Are quality, safeguarding, health and safety and legal responsibilities managed in a humane and practical way?
- Are our policies and communications clear, inclusive and understood by the people who use them?
- Where are processes, assumptions or ways of working creating unnecessary barriers?
- What do our people and communities need from The Brick as we grow?

Key responsibilities

1. Senior leadership and organisational development

- Take an active role in the Senior Leadership Team, sharing responsibility for The Brick's culture, direction and development.
- Work with the CEO and colleagues to turn The Brick's strategy and values into clear, practical priorities.
- Help build a culture where people are treated with dignity, strengths are recognised, second chances are real and accountability is fair.
- Build trusting relationships with managers and help them lead with clarity, compassion and consistency.
- Bring calm and practical structure where responsibilities or systems feel unclear, always considering how decisions affect people.
- Listen to staff and volunteers, identify barriers or duplication, and lead improvements with the people affected rather than doing change to them.
- Give the CEO, SLT and trustees honest, accessible advice and assurance, including when difficult issues need to be raised.
- Be a steady, hopeful and solutions-focused leader through pressure, growth and change.

2. Central services, people and management support

- Lead a welcoming and responsive central-services function that helps managers, staff and volunteers get the support they need.
- Make sure managers can access fair and consistent support with recruitment, induction, supervision, wellbeing, performance, absence, conduct and development, using specialist HR advice where needed.
- Strengthen management practice in a way that combines clear expectations with compassion, reflection and learning.
- Create simple, accessible systems so people know where to go, understand what is expected and receive timely help.
- Lead workforce, succession and organisational-capacity planning alongside the CEO and SLT, linking people requirements to service growth, resources and risk.
- Maintain clear, accessible and proportionate employment frameworks, while ensuring day-to-day HR casework is appropriately supported by external specialists.
- Coordinate outsourced HR, IT and specialist support, making sure providers understand The Brick's values and give practical, respectful and good-value advice.
- Oversee effective administration and organisational coordination, including the work of the Admin Assistant, so information, meetings, records and routine processes are well managed.
- Notice where support is fragmented, duplicated or missing and work with colleagues to make it more joined up and useful.

3. Volunteer leadership and development

- Lead the development of a clear and consistent approach to volunteering across The Brick.
- Ensure volunteers are welcomed, inducted, trained, supported and valued.
- Work with managers to clarify volunteer roles, boundaries, supervision arrangements and safeguarding expectations.
- Strengthen volunteer recruitment, retention, recognition and communication.
- Ensure volunteering is safe, inclusive and meaningful, with opportunities for people to contribute their skills, rebuild confidence and feel that they belong.
- Remove avoidable barriers to volunteering while keeping appropriate safeguards and clear boundaries.
- Develop systems that help us understand the contribution, experience and impact of volunteers.
- Champion volunteering as part of our belief that everyone has strengths, gifts and something valuable to contribute.

4. Health, safety and wellbeing

- Lead The Brick’s approach to health and safety across workplaces, projects, community spaces and relevant operational activity.
- Ensure health and safety policies, procedures and risk assessments are up to date, proportionate and understood.
- Work with managers to ensure safe working practices, including lone working, manual handling, fire safety, incident reporting, first aid, food-related environments and premises safety.
- Build a practical health and safety culture in which people understand risk, speak up without fear and learn together when things go wrong.
- Ensure accidents, incidents, near misses and concerns are recorded, reviewed and used for learning.
- Oversee health and safety training requirements and ensure managers understand their responsibilities.
- Work with external advisers or competent persons where specialist health and safety advice is needed.
- Treat health and safety as part of caring for people, not as a tick-box exercise.

5. Property, facilities and organisational resources

- Lead operational oversight of The Brick’s non-financial property, premises and facilities responsibilities.
- Ensure buildings, offices, hubs, warehouses, shops, food/community spaces and other premises are safe, well maintained and fit for purpose.
- Work with relevant managers and external contractors to ensure compliance with fire safety, servicing, maintenance, inspections, access, security and general facilities requirements.
- Maintain clear records of key compliance checks, contracts, certificates and follow-up actions.

- Support managers to resolve property and facilities issues in a timely and practical way.
- Ensure contractors and suppliers are appropriately managed, with clear expectations and value for money.
- Work closely with the Head of Housing where property compliance overlaps with housing or accommodation-related services.
- Develop simple systems for tracking property risks, repairs, responsibilities and deadlines.

6. Administration, policies and operational systems

- Lead a clear organisational framework for administration, policies, procedures, records and operational systems, ensuring they are current, useful, accessible and consistently maintained.
- Remove or simplify policies and processes that are duplicative, outdated or unnecessarily complicated.
- Ensure operational procedures help people make good decisions rather than create avoidable barriers.
- Support managers to implement policies consistently and confidently.
- Lead improvements to internal systems across the central functions, including people, administration, volunteering, facilities, quality, health and safety, communications and organisational compliance.
- Help build a culture of continuous improvement, where staff and volunteers are encouraged to suggest better ways of working.
- Ensure key operational information is easy to find, easy to understand and used in practice.
- Ensure internal communication, organisational calendars, records and routine coordination help staff and volunteers understand what is happening, what is changing and what is expected.

7. Quality, risk and organisational assurance

- Maintain oversight of key operational risks relating to people, volunteers, health and safety, property, facilities and internal systems.
- Support the CEO and trustees with assurance that key responsibilities are being managed properly.
- Contribute to the organisational risk register and ensure actions are followed through.
- Ensure relevant policies, procedures and records are ready for funder, trustee, audit or regulatory scrutiny.
- Support the organisation to learn from complaints, incidents, staff feedback, volunteer feedback and operational challenges.
- Work closely with the Financial Controller where operational compliance links to insurance, contracts, procurement or financial controls.
- Know when specialist advice is needed and ensure it is obtained at the right time.
- Balance compliance with judgement, proportionality and The Brick’s person-centred values.

8. Safeguarding, inclusion and boundaries

- Work alongside safeguarding leads to ensure operational systems support safe practice.
- Ensure safer recruitment, induction, volunteering and supervision arrangements are embedded across the organisation.
- Promote clear professional boundaries, especially in services working with people experiencing trauma, homelessness, poverty or crisis.
- Champion inclusive practice across people, volunteering and operations.
- Check that policies and systems do not unintentionally exclude people from working, volunteering, contributing or accessing support.
- Help The Brick apply rules and boundaries fairly, humanely and consistently, with an understanding of trauma, disadvantage and the realities people face.

9. Marketing, communications and central-service leadership

- Line manage and develop the central-services team, including the Marketing and Communications Manager, Compliance and Quality Coordinator, Volunteer Coordinator, Maintenance and Facilities Manager and Admin Assistant. Give people clear direction, trust them in their expertise and support them to grow.
- Make sure marketing and communications reflect The Brick's mission, values and the dignity of the people and communities we work alongside.
- Support the Marketing and Communications Manager to develop and deliver clear annual priorities and plans.
- Help ensure internal and external communications are inclusive, accurate, hopeful and true to The Brick's voice.

- Provide senior management support where communications involve organisational risk, reputation, sensitive issues or significant change.
- Work with the CEO and Marketing and Communications Manager to ensure responsibilities and decision-making are clear.
- The postholder will not be expected to carry out each specialist function themselves. Their role is to lead and support the people who do, connect their work and make sure central services genuinely help the charity deliver its mission.

Person specification

Essential experience

We know strong candidates may have built their experience in different ways. You do not need to have done every part of this role before, but you will need to show:

- Significant experience leading operations, organisational resources, people services or another broad support function.
- Experience of bringing together several central functions, such as people systems, administration, quality, compliance, facilities, volunteering, communications or organisational systems.
- Experience of health and safety responsibilities, facilities, premises or property compliance.
- Experience of developing policies, procedures and practical systems that people actually use.
- Experience of supporting managers and teams through change, improvement or growth.
- Experience of working with volunteers or community-led activity.
- Experience of managing risk and responsibility in a practical, proportionate and values-led way.
- Experience of working collaboratively with senior leaders, managers, trustees or boards.
- Experience in a charity, community organisation, housing, homelessness, social care, public service or another setting where people and purpose matter.
- Experience of effectively line managing professional or specialist staff, enabling them to lead confidently within their own area of expertise.
- Experience of providing strategic oversight and support without unnecessarily taking over day-to-day delivery.

Essential knowledge and skills

The successful candidate will be able to demonstrate:

- Broad understanding of how people management, administration, facilities, quality, compliance, communications and internal systems combine to support organisational effectiveness.
- Good working knowledge of health and safety responsibilities.
- Understanding of property, facilities or premises compliance.
- Understanding of safeguarding, safer working practices and appropriate boundaries.
- Sound judgement about when firm standards are essential and when a process is creating an unnecessary barrier.
- Ability to simplify complex issues and turn them into clear, practical actions.
- The ability to build trust and work well with people who have different roles, experiences and perspectives.
- The courage to challenge constructively, hold boundaries and have difficult conversations with kindness and clarity.
- Excellent communication skills, including the ability to write clear policies, reports and guidance.
- Strong organisational skills and the ability to manage competing priorities.
- Ability to work with sensitivity, confidentiality and discretion.
- A clear commitment to equality, inclusion, anti-poverty work and challenging social injustice.

Personal qualities

Values matter deeply to us. We are looking for someone who:

- Believes every person has worth, strengths and the capacity for change.
- Is person-centred, compassionate and curious about people's experiences rather than quick to judge.

- Believes in second chances and understands that poverty, homelessness and exclusion are shaped by inequality and social injustice, not simply individual choices.
- Is practical and grounded, and follows through on what they say they will do.
- Stays calm under pressure and brings clarity without losing warmth or humanity.
- Takes legal and organisational responsibilities seriously without becoming driven by bureaucracy.
- Looks for ways to remove barriers while keeping people and the organisation safe.
- Leads collaboratively, shares power appropriately and brings out the strengths of others.
- Can have difficult conversations honestly, kindly and respectfully.
- Is reflective, self-aware, open to challenge and willing to keep learning.
- Is comfortable with variety, uncertainty and an organisation where no two days are the same.
- Is motivated by building strong foundations so that frontline teams and the people we work alongside can flourish.

Desirable experience

It would be helpful, but not essential, if the candidate also has:

- A recognised qualification in operations, business management, organisational development, facilities, health and safety, HR or another relevant central services discipline.
- Experience in homelessness, housing, poverty, community development or trauma-informed services.
- Experience of volunteer strategy or volunteer management.
- Experience of working with trustees or board committees.
- Experience of managing external HR, legal, health and safety, property or facilities advisers.
- Experience of developing simple dashboards, trackers or reporting systems.
- Experience of working in a charity with shops, warehouses, food/community services, housing or multi-site delivery.

Working relationships

The Head of Resources will work closely with:

- Chief Executive Officer
- Head of Housing and Homelessness
- Financial Controller
- Volunteer Co-ordinator, Compliance and Quality Coordinator, Maintenance and Facilities Manager, Admin Assistant, Marketing and Communications Manager
- Trustees
- Staff and volunteers
- External HR, legal, health and safety, property and facilities advisers
- Contractors, landlords, suppliers and partner organisations

What success will look like

In the first 6 to 12 months, the successful candidate will have:

- Built genuine, trusting relationships with managers, staff, volunteers and trustees.
- Listened carefully and developed a real understanding of the pressures, strengths and opportunities across The Brick.
- Made responsibilities and support across central services clearer and easier for people to navigate.
- Agreed a realistic plan for the most important improvements, shaped by risk, staff experience and the needs of the people we support.
- Helped managers feel more confident, supported and clear about where to go for help.
- Simplified processes that are confusing, burdensome or creating barriers.
- Strengthened health and safety and property compliance oversight.
- Improved the volunteer journey and made volunteering easier to access and manage safely.
- Created greater consistency where it helps, while respecting the different character and needs of each service.
- Brought calm, connection and practical support to areas that previously felt fragmented.

How we work

People come first at The Brick. Keeping people safe, meeting our responsibilities and protecting the charity all matter because they allow us to serve people well and sustain our work for the future.

We want clear standards and dependable systems, but we do not want unnecessary bureaucracy. The best processes are simple, proportionate and shaped by the people who use them. They create safety and confidence without taking away dignity, judgement or compassion.

We are looking for someone who can say, 'This matters - and here is the simplest, fairest and most human way to do it well.'

Equal opportunities

The Brick is committed to an inclusive organisation where people are treated with dignity and respect. We welcome applications from people with different backgrounds, experiences and routes into leadership, including people with lived experience of poverty, homelessness, housing insecurity or exclusion.

We are particularly interested in people who understand how power, inequality and trauma can shape people's lives, and who believe trust, relationships, inclusion and second chances are essential to creating workplaces and services that work for everyone.

Safeguarding

The Brick is committed to safeguarding the people we work alongside, our staff and our volunteers. The successful candidate must share this commitment and help create a culture in which concerns are heard, boundaries are clear and people are treated with care and respect.

This post will be subject to an enhanced DBS check appropriate to the role.

Queen's Hall Action on Poverty is committed to safeguarding and protecting children, young people and adults. We carefully select, train and support everyone who has responsibility within the charity, in line with our safeguarding and safer-recruitment policies.

The Brick is committed to a diverse and inclusive workplace. We welcome applicants from all backgrounds and do not discriminate under the Equality Act 2010.
We offer family-friendly and inclusive employment policies, flexible-working arrangements where the role allows, and support for colleagues from different backgrounds.