

Franchise Lead Job Description

Job title: Franchise Lead
Location: Portsmouth
Responsible to: HiA Portsmouth Trustees
Date: 15th May 2025

Internal Working Relationships

- Portsmouth Team
- HiAP Trustees
- HiAP Tenants
- HiA UK
- Wider HiA Network

External Working Relationships

- Partner Churches
- Investors
- Service providers
- Local authorities
- Estate agencies & contractors
- Referring Agencies

Job Purpose

This role covers:

- **Franchise lead:** leading the direction and growth of the franchise in co-operation with the trustees
- **Team management:** ensuring a team culture of professional excellence and Christian spiritual passion in all it does
- **Tenant management:** focusing on high performance in managing voids, arrears, behavioural issues and move-on, which positively empower tenants
- **Housing management and investor liaison:** ensure all HiAP houses are maintained to as high a standard as possible and work with investors
- **Budget management:** ensuring expenditure and income are managed well and in line with budget and working towards team self-sustainability

- **Church liaison and spiritual leadership:** ensuring our church partners are engaged and supported in their Friendship and Support work and empowering them to do more
- **Growth and promotion:** ensuring the team is well represented at events and networking opportunities and continually seeking to grow the team's impact and effectiveness

Essential Job Functions

1. Franchise leading

- Work with the trustees on plans for growth and improvement of the franchise
- Work with the trustees on setting targets needed to fulfil and exceed the franchise agreement
- Lead the franchise team by sharing vision and inspiring the team
- Report monthly to trustees on activity, targets, concerns and risk areas, providing written reports to the trustee meetings
- Develop good relationships with the HiA UK team and the wider HiA network

2. Team leading / management

- Understand the team members and encourage their strengths and facilitate space to allow them to grow and develop
- Leading team meetings
- Develop the team's learning and growth through team discussion, supervision and training
- Disciple, delegate, challenge and correct where necessary to develop a high-performance culture. Take disciplinary matters in line with policy
- Recognise and react to signs of burnout or personal difficulties.
- Be involved in the recruitment process and explore roles for potential volunteers and/or interns
- Facilitate a team ethos, which takes responsibility for fundraising initiatives, budget management, hitting high occupancy rates and appropriate maintenance costs
- Be responsible for booking holiday entitlement and TOIL accrued
- Adhere to all HiA UK policies and adapt where appropriate for HiA Portsmouth

3. Tenant management

- Line manage Empowerment Workers (EWs), enabling them to take responsibility for as many decisions as possible
- Ensure the best possible occupancy levels to minimise void levels
- Take decisions on arrears and any warnings required to ensure minimum tenant debt or worsening behaviour contrary to house rules
- Ensure each EW takes every tenant through the same HiA processes and journey: thorough assessment, weekly meetings, personal development plans, rent and personal charge payments, warnings and successful move on
- Ensure EWs are accountable and that you are aware of all relevant tenant issues. Be prepared to step in when required and always be monitoring risk levels
- Keep on top of EW monthly reports and outcomes so at any point, you can give account and take over tenant support (e.g. if an EW is sick)
- Be prepared to sanction or evict tenants when necessary, in conversation with the Head of Network
- Meet/exceed targets agreed with trustees on voids and occupancy levels
- Be safeguarding lead for the Portsmouth work

4. Housing management and investor liaison

- Line manage the Maintenance Administrator and ensure the regular maintenance of houses and that they are at a good standard
- Work with investors to find new properties and be involved in the purchasing and refurbishment process
- Be responsible for sending out Investor Statements every 6 months on all houses.
- Project manage the establishment of each new HiA house, including:
 - Be involved in searching for and the purchase of new properties
 - Project manage new properties from purchase to tenants moving in, delegating tasks as appropriate
 - Manage the relationship with the prospective church, including gaining leadership support, establishing a Service Level Agreement, and establishing and training a Friendship and Support group

- Register the house as exempt accommodation with the Local Authority and agree rent

5. Budget management

- Set the annual budget in conjunction with the Trustees
- Line manage the Finance Administrator
- Monitor the budget throughout the year and respond to any issues relating to income or expenditure, updating cashflow forecasts accordingly
- Monitor and approve staff expenses
- Encourage and collect partner church donations in line with church service level agreements
- Take responsibility for submitting fundraising grants and meeting fundraising targets for the year
- Work with EWs and churches to fundraise locally through events and develop regular giving

6. Church liaison and spiritual leadership

- Ensure the team retains strong adherence to its Christian vision and values, ethos, culture and practices. Maintain a strong emphasis on prayer and a Biblical basis for decision-making, policy and culture
- Encourage prayer, fundraising and financial support and develop local communication databases (E-prayer or local newsletters for example)
- Devote specific time to pray for the organisation, contribute to corporate worship and prayer and attend regular retreats
- Ensure the role of the church remains central to the team's work. Value and appreciate their contribution
- Respond to specific requests for ongoing training and offer innovative, relevant and engaging events to keep enthusiasm high
- Lead and support other team members to meet church leaders, volunteers and other interested parties to represent, explain and promote HiAP
- Speak regularly at churches, Christian events, home groups etc and lead thanksgiving and prayer events at a range of Christian church denominations
- Lead and delegate delivery of HOPE training

7. Growth and promotion of HiAP

- Actively and purposefully, seek opportunities to attend forums, homeless events and secular meetings, which will grow your understanding but also increase the local awareness for HiAP and what we offer
- Ensure the team meet with and develop partnerships with new churches
- Develop relationships with donors and investors
- Invest in relationships (Council, other agencies, Christian ministries etc.)

8. Other:

- Occasional evening and weekend work may be required
- Take part on the rota for the Emergency, out-of-hours phone
- Attend and contribute to HiA away days, spiritual retreats, meetings, training days, annual conference and other events
- Identify training and personal development opportunities for yourself
- Other tasks as appropriate for your position

Person Specification

	ESSENTIAL	DESIRABLE	USEFUL
Experience	<ul style="list-style-type: none"> • A clear understanding of safeguarding and issues around protecting from abuse • Capability to assess and manage risk. • Experience of working with the homeless • Comprehensive range of IT skills • Experience of Client Consultation • Experience of spiritual leadership and able to organise thanksgiving, prayer and worship events 	<ul style="list-style-type: none"> • Experience in the management and leadership of teams and organisations • Experience of working with Ex-offenders • Experience of active participation by charity clients • Knowledge of Microsoft Office suite • Good understanding of budgets and financial reporting 	<ul style="list-style-type: none"> • Knowledge of feasibility and needs led research methods • Experience of managing vulnerable adults • Experience of empowering others to achieve their goals
Skills/Abilities	<ul style="list-style-type: none"> • A personal commitment to the Christian ethos, mission and values of HiA • Good networker • Strong organisational skills with ability to learn and adapt systems • Ability to develop effective working relationships with a range of partners, churches, organisations and funders • Ability to understand teams and possess people management skills • Ability to develop new areas of work • Excellent communication skills in all settings 	<ul style="list-style-type: none"> • Ability to prepare and deliver reports to a wide audience • Appreciation of Performance Management and ability to assess and react to performance information • A passion for Christian social action and the transformative impact of the gospel 	<ul style="list-style-type: none"> • Understanding and appreciation of a wide range of church traditions and backgrounds
Personal Qualities	<ul style="list-style-type: none"> • Approachable 		