



New Communities Manager

Hours:	40 hours per week (to include some half-day Saturdays, some early mornings, some evenings)
Contract:	September 2026 – March 2029
Salary:	SO2, pt 26. £32,909 p/a
Location:	Outreach, off site and Booth Centre

Role Overview: We are seeking an experienced and dynamic Service Manager to lead our New Communities Support Service. This innovative service is designed to prevent and reduce homelessness among migrant and refugee communities through early intervention, tailored support and strong partnership working.

The successful postholder will oversee a coordinated support pathway that identifies and addresses risks of homelessness at the earliest opportunity, helping people achieve sustainable housing outcomes and improved wellbeing. The role will lead our approach to reducing rough sleeping within migrant communities, combining preventative work with targeted support for individuals who have experienced long-term or recurrent rough sleeping, including those who may be hidden from traditional services and require complex, specialist interventions.

Working collaboratively across Greater Manchester, the New Communities Manager will build and maintain strong relationships with statutory agencies, voluntary and community organisations, and specialist providers to ensure people can access the support, advice and opportunities they need. The service will operate as an accessible, open-door offer, removing barriers to engagement, enabling people to seek support without the need for formal referral.

The postholder will play a key role in the wider operational leadership of the Booth Centre, contributing to the day-to-day management of services alongside fellow Operational Managers and senior colleagues. As a partnership-focused role, a significant proportion of time will be spent working across communities and partner organisations, representing the Booth Centre externally and helping to strengthen our collective response to homelessness across the city region.

Our Agreed Behaviours & A Little About Us

We live our values and act within our agreed behaviours, which we co-produced as a team, providing a warm welcome, a sense of belonging, and a place to find purpose and thrive.

Our trauma-responsive service includes volunteering opportunities, creative projects, sports programmes, training, and employment support. We also help people access emergency accommodation, secure permanent housing, and connect with any services they may need.

The Booth Centre is an award-winning, nationally recognised community and beacon of best practice, delivering co-produced, partnership-based ways of working adopted by partner agencies. We create thriving communities together.

Agreed Behaviours	Compassion	Dedication	Integrity	Respect	Kindness
	Sense of Fun	Supportive	Cheerleading for one another	Openness	Non-judgmental

Job Description	
Tasks specific to role	• Lead and coordinate the New Communities Support Service, including line management of the New Communities Navigator team. • Oversee delivery of a coordinated, person-centred pathway connecting individuals to statutory, voluntary, and specialist services. • Establish and develop strategic partnerships across statutory agencies and the VCFSE sector to maximise impact in tackling homelessness among migrants and refugees. • Provide guidance to the team on the immigration system and how it intersects with and can cause homelessness, including current and changing eligibility criteria. • Lead the service approach to preventing and reducing rough sleeping within this cohort, including engagement with people who have a long history of rough sleeping. • Manage and deliver the project against its aims, timelines, and funding requirements. • Spend significant time off-site engaging in outreach and partnership work. • Manage difficult behaviours effectively and support team members to do the same. • Contribute to the day-to-day operational management of the Centre. • Work to continually improve the offer, adapt to changing trends and demands. • Maintain an up-to-date understanding of the evolving immigration policy and legislative landscape, ensuring the service remains responsive, compliant and effective.
General	▪ Carry out all duties in line with the Centre's Vision, Mission & Values, following policies, procedures, and inclusive practices. ▪ Demonstrate flexibility and willingness to adapt to changing priorities, urgent matters, and the evolving needs of the service. ▪ Undertake other reasonable duties as requested by your line manager, including supporting colleagues when needed. ▪ Actively participate in wider team goals, act as an ambassador for the service, and adhere to our Agreed Behaviours. ▪ Maintain awareness of data protection and information security responsibilities, escalating any concerns in line with policy and procedure. ▪ Attend regular one-to-ones, team meetings, and training as agreed with your line manager or the senior management.

Person Specification
We are seeking an experienced, adaptable, and values-driven manager with a strong understanding of homelessness, migration, and the barriers faced by people who are excluded from mainstream services. You will be an effective leader who can balance strategic thinking with hands-on operational delivery, committed to achieving positive outcomes for people experiencing homelessness. The successful candidate will be able to demonstrate: • Experience leading, managing and developing teams, including working across community settings. • A strong understanding of homelessness, migration and immigration systems, and the impact these can have on an individual's housing options, wellbeing and access to support. • Knowledge of the legal, policy and regulatory frameworks affecting migrants, refugees and people with restricted eligibility, together with the ability to respond effectively to changes in legislation and guidance.

- Experience developing and managing services, projects or programmes, including performance management, quality assurance and continuous improvement.
- Excellent partnership-building skills, with experience of working collaboratively with commissioners, local authorities, statutory agencies, voluntary and community sector organisations.
- Ability to manage complex cases and support teams to develop creative, person-centred solutions.
- Strong communication, influencing and negotiation skills, with the confidence to represent the organisation at meetings, forums and partnership groups.
- Experience working within safeguarding frameworks and managing risk in a professional and proportionate manner.
- Ability to analyse information, compile detailed reports, make sound decisions, and lead effectively in a fast-paced and changing environment.
- Commitment to equality, inclusion and diversity.

The postholder will be comfortable working both independently and collaboratively, spending a significant proportion of their time working across Greater Manchester with partners, communities and stakeholders. They will be motivated by creating positive change and improving outcomes for people navigating the immigration system and homelessness.

Essential Skills

- Strong understanding of the immigration system and the complexities it presents, including current and changing eligibilities for migrants.
- Strong understanding of the impact the immigration system has on people, including how it can cause homelessness.
- Effective and person-centred people management skills.
- Strong project management, coordination and delivery skills.
- Effective communication skills.
- Skilled partnership-builder across statutory and voluntary sector organisations.
- Ability to manage difficult behaviours confidently and safely.

Essential Experience

- Experience supporting people who have been impacted by the immigration system and homelessness.
- Experience managing staff effectively.
- Experience managing and delivering a project to a high standard.
- Experience building and maintaining effective partnerships.

Desired Experience/Certifications

- Managing an outreach service and team

How to Apply:

We are committed to equality, diversity, and inclusion and welcome applications from the whole community. To apply, please send an expression of interest addressing all items in the Person Specification, along with your CV, to abdalah@boothcentre.org.uk

Interview Process:

Interview questions will be shared with candidates in advance. Interviews will be conducted by a panel of three people to help ensure a fair and balanced assessment. We aim to notify applicants of interview outcomes as promptly as possible. Feedback will be offered to unsuccessful candidates where capacity allows. We are committed to providing a supportive and respectful experience for everyone taking part in the recruitment process.

Closing date:

Note: Though we have tried to be thorough, no job description can cover every issue which may arise within a post.