



Executive Director of Services

March 2025

Reference: RAQAQD



Welcome from our CEO



Dear Candidate,

Thank you for considering the role of Executive Director of Services at Hestia. Our experience and expertise is in supporting people to recover from crisis and trauma and to have safety, hope and purpose. We are immensely proud of our work and colleagues, but there is always more to be done.

Social care is in a state of collapse across the country. Poverty and destitution are on the rise. There is a policy conflation of modern slavery and trafficking with immigration as well as a range of post-covid and cost-of-living burdens which are only emerging.

All charities supporting adults and children experiencing crisis and trauma are finding times tough and we are no exception.

In this context the work and aspirations of Hestia are more vital and necessary than ever.

Although we work across many specialisms – mental health and complex needs, modern slavery, domestic abuse, and criminal justice – we focus on the person and his or her strengths and aspirations and not the service label, we see them for who they are, and we work with them to make sure they can find a life beyond crisis.

We are one year into a new 5-year strategy which aims to:

- Reach more people, particular those struggling with their mental health.
- Continue to innovate in domestic abuse service delivery.
- Grow our network of supporters so that we better support recovery and achieve safety, hope, and purpose.
- More boldly and confidently advocate with and for the needs of our service users.

The Executive Director of Services role is central to our success. You will be a champion of safeguarding and upholding our values, meeting our strategic ambitions, and ensuring that service users are at the heart of everything we do.

Given the context, it is an ambitious strategy, but we believe that as experts in supporting recovery from crisis and trauma and as custodians of community-based health and social care services, we owe it to the people we support to strive for more.

They deserve better.

A handwritten signature in black ink, which appears to read 'Patrick Ryan'.

Patrick Ryan
Chief Executive

Our History

Hestia began providing support to adults in crisis in 1970 after founder Jim Horne experienced street homelessness in London. He started a soup run for men and women living on the streets and worked with local authorities to provide accommodation.

Within the year, over 800 people were provided with a safe space to sleep at night. Since then, Hestia has grown to support over 20,000 adults and children last year alone. We provide support for those struggling with mental health challenges, victims and survivors of domestic abuse and modern slavery, those leaving prison and more.

As we move forward into a new chapter of Hestia, we will continue to keep the voices of the adults and children in our services at the heart of our work.

Our Beliefs & Values

Respectful | Genuine | Dedicated | Collaborative | Courageous

We strive to provide the highest quality support possible for adults and children in crisis or struggling with trauma across London. In collaboration with our partners, we strive to ensure that every service user is supported to build a life beyond a crisis, and one filled with safety, hope and purpose. Our staff and volunteers build honest and respectful relationships with our service users as experts in their own lives.

Our Organisation

At Hestia we support adults and children in times of crisis.

We deliver services across London and the surrounding regions, as well as campaign and advocate nationally on the issues that affect the people we work with.

Last year we supported over 20,000 adults and children.

This includes those struggling with mental health challenges, victims and survivors of domestic abuse and modern slavery, those leaving prison and more.

From finding a home, to accessing mental health support and finding life's basic necessities, we support people at the moment of crisis and support them to build a life beyond a crisis. We are supported by over 1,000 volunteers across London who provide specialist skills such as art therapy, legal advice, IT skills and kit, cooking and other life skills, as well as befriending and fundraising.





The Hestia Approach

The Hestia Approach represents our commitment to making the most effective interventions possible in the lives of those who use our services.

Our approach is based on a single principle: to add real value to people's lives it is essential that we work with them as equals. Our expertise and experience of working with people on their recovery journeys is valuable, and we believe this gives us a great deal to contribute, but we never impose our ideas. After all, our service users are the experts in their own lives.

Our vast experience, however, enables us to maintain hope for recovery when our service users are without hope. Against common misconceptions, it is our view that people are not trapped as a consequence of traumatic past experiences, their circumstances, or by labels imposed on them, but instead we believe in the transformative impact of positive human connections and relationships.

Everything the Hestia Approach encompasses, every value, behavior, action and attitude, is solely for the purpose of helping us more skillfully unlock the potential of our service users so that they are empowered to forge their own recovery and can create fulfilling lives of their own choosing.

About the role

Title: Executive Director of Services

Location: Head Office - Beaufort House, London

Salary & Terms: £100,000 - Permanent

The Executive Director of Services is a pivotal role for Hestia. Reporting to the Chief Executive, this broad ranging position offers the opportunity to combine your strategic leadership ability and operational experience to drive a customer first approach.

As a key member of the Executive leadership team, you will translate strategy into action by developing and implementing business plans for each operational specialism: Mental Health and Complex Needs, Criminal Justice, Modern Slavery and Domestic Abuse. You will lead a team of experts in these areas, supporting them to share best practice and continue to develop and build upon our high quality and customer service to ensure the safeguarding of the people we support, placing them at the heart of everything we do.

Responsibilities include playing an active role in promoting Hestia's insights in supporting people to recover from trauma and crisis, nurturing senior stakeholder relationships and keeping abreast of wider health, social care, political and economic issues interpreting their potential implications, opportunities, and risks for service delivery and service users.

Why do this job?

This role offers a unique opportunity to provide inspirational and values-driven leadership, ensuring that services are designed and delivered to optimise safety, hope, and purpose for those we support.

You will contribute to shaping the organisation's strategic direction, driving high-quality, trauma-informed, and recovery-focused care that meets regulatory standards while placing service users at the heart of everything we do. You will foster an operational environment that encourages innovation, solutions, agility and the development of new service models, balancing the needs of service users with financial constraints.

Building and nurturing senior stakeholder relationships will be essential to promoting Hestia's work and advancing service innovation for people recovering from trauma and crisis. Additionally, you will champion Hestia's commitment to anti-racism and its broader Equality, Diversity, and Inclusion (EDI) strategy, ensuring an inclusive and progressive culture across the organisation.

Main duties and responsibilities

Strategic Leadership and Service Development

- Play a key role in shaping the strategic direction and plans to ensure Hestia fulfils its vision, aims, and purpose.
- Translate strategy into action by developing and implementing business plans that support service users in recovering from trauma and crisis.
- Model and embed a culture of coaching, collaboration, and innovation to drive positive outcomes for service users.
- Lead the organisation's commitment to quality, efficiency, and value for money in service delivery.
- Actively promote Hestia's experience and insights in supporting people through trauma and crisis.

Operational Management and Performance

- Oversee the implementation of effective work planning, performance management, and monitoring arrangements to align with Hestia's ambitions and priorities.
- Ensure that recruitment, management, training, and development strategies attract, retain, and motivate high-quality staff.
- Maintain strong staff communication, ensuring operational teams understand the organisation's direction, priorities, and their role within it.
- Collaborate with senior colleagues to provide accurate and timely data and insights to the CEO and Trustees.
- Lead the development and delivery of Hestia's digital offer, particularly the hybrid support model.

Team Leadership

- Provide line management, leadership, and support to Operational Directors and other relevant staff.
- Foster a workplace culture that encourages professional development, innovation, and high performance.
- Ensure operational teams are supported and empowered to achieve objectives effectively.

Compliance

- Ensure organisational compliance with all relevant legislation, including safeguarding, mental capacity, health and safety, and equality laws, including Safeguarding Children and Adults, the Mental Capacity Act, the Health & Social Care Act, the Health and Safety at Work Act, Working Time Directive, and the Equality Act etc.
- Maintain a strong focus on risk management, ensuring services operate within regulatory frameworks and best practice guidelines.

Wider Stakeholder Management and Knowledge Building

- Build and maintain strong relationships with Commissioners and other stakeholders to shape service development based on user needs, emerging models, and evidence of effectiveness.
- Keep abreast of wider health, social care, political, and economic issues, assessing their implications for service delivery.
- Work closely with the Business Development and Fundraising Directors to align service offers with organisational ambitions and funding opportunities.

Who we are looking for

Experience

- Proven senior leadership in delivering recovery-focused and trauma-informed services within a dispersed organisation.
- Track record of delivering high-quality supported housing that meets regulatory and financial requirements.
- Strong experience in balancing service excellence, compliance, and financial sustainability.
- Significant expertise in leading and improving operational teams, performance management, and service delivery.
- Experience in launching and scaling new business and service initiatives.
- Skilled in managing dispersed teams across multiple sites.
- Successful track record in designing and implementing organisational change and service reconfiguration.
- Extensive experience in business planning, financial management, and overseeing large budgets.
- Expertise in developing and delivering innovative service models.
- Strong negotiation skills, with experience in managing complex contracts and commissioner relationships.

Skills and Abilities

- Passionate advocate for the organisation's mission, inspiring and motivating teams to achieve its vision.
- Deep understanding of the social care, supported housing, and health sectors, including commissioning and regulatory frameworks.
- Strong financial and commercial acumen.
- Proven ability to develop, empower, and motivate staff at all levels, fostering high performance.
- Agile and adaptable leadership style, balancing directive and user-led approaches as needed.
- Strategic thinker with the ability to analyse trends, interpret data, and position the organisation for success.
- Empathetic and relatable, able to build trust with service users and their families.
- Excellent relationship-building skills, establishing credibility with commissioners and key stakeholders.
- Exceptional communication skills, both written and verbal.

Qualities

- Highly credible and respected by service users, families, staff, commissioners, & regulators.
- Committed to user-led solutions and service innovation.
- Collaborative and team-oriented, fostering a culture of shared success.
- Confident, resilient, and able to lead with presence and authority.





How to apply

Saxton Bampfylde Ltd is partnering with Hestia on this appointment.

Candidates should apply for this role through our website at www.saxbam.com/appointments using code **RAQAQD**.

Click on the 'apply' button and follow the instructions to upload a CV and cover letter and complete the online equal opportunities monitoring* form.

Timeline

Friday 28 March	Closing date for applications
Thursday 8 May	Informal meetings with Executive Team and Operational Directors (in person)
Tuesday 13 May	Service visits with the CEO (in person)
Thursday 15 May	Formal panel interview (in person)

* The equal opportunities monitoring online form will not be shared with anyone involved in assessing your application. Please complete as part of the application process.

GDPR personal data notice

According to GDPR guidelines, we are only able to process your Sensitive Personal Data (racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic data, biometric data, health, sex life, or sexual orientation) with your express consent. You will be asked to complete a consent form when you apply and please do not include any Sensitive Personal Data within your CV (although this can be included in your covering letter if you wish to do so), remembering also not to include contact details for referees without their prior agreement.

Due diligence

Due diligence will be carried out as part of the application process, which may include searches carried out via internet search engines and any public social media accounts.