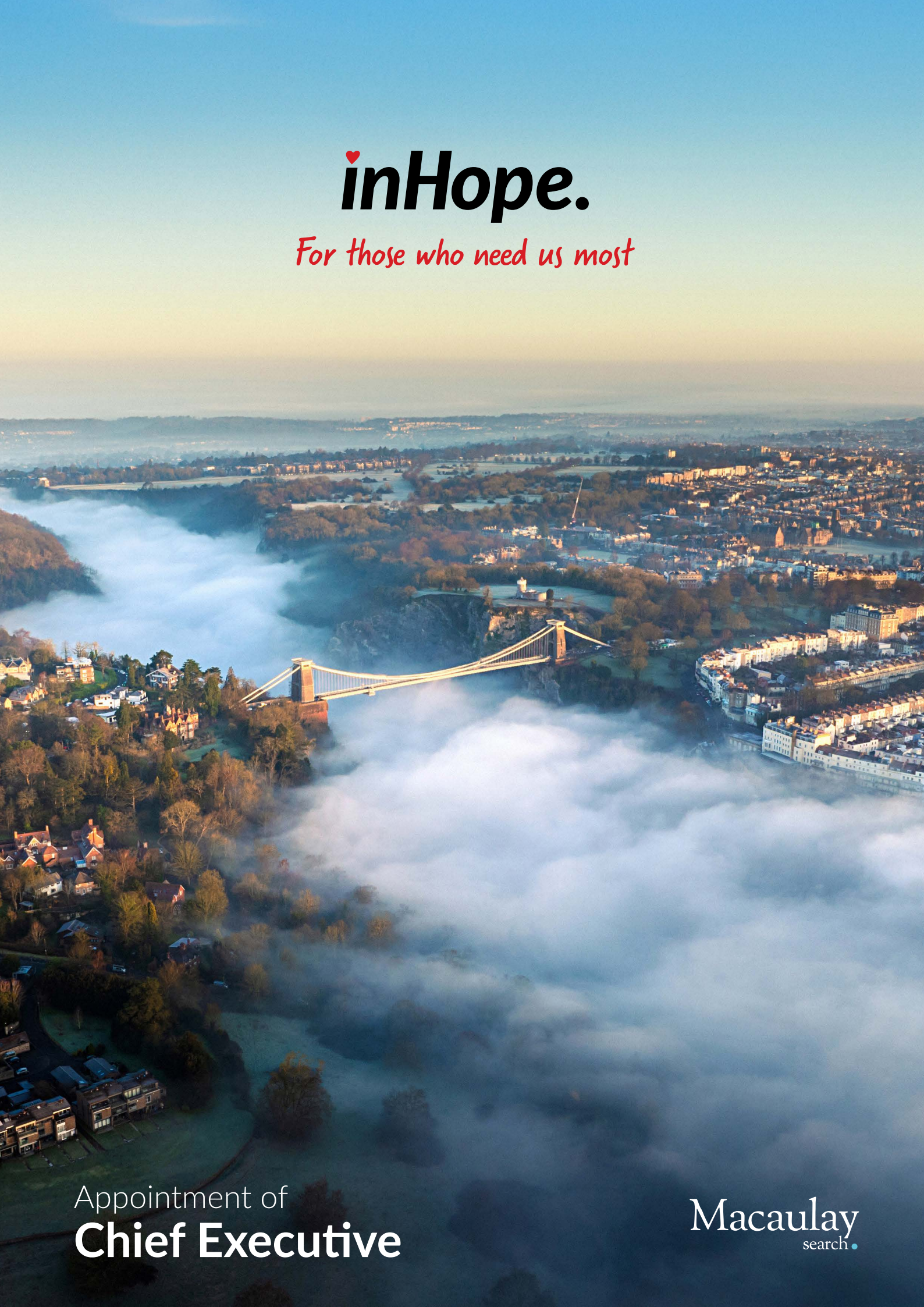




inHope.

For those who need us most

Appointment of
Chief Executive

Macaulay
search.



ABOUT US

We help people in Bristol overcome the insecurities of homelessness, hunger, addiction, and poor mental health. Working in partnership with individuals, churches, community groups and companies our vision is of communities where everybody can reach their God-given potential free from injustice and insecurity.

Our strategic picture illustrates our mission and the contributions that inHope brings to realise this vision.

inHope.

For those who need us most

**HOMELESS
HUNGRY
LIVING IN POVERTY
IN ADDICTION
ISOLATED**
STRUGGLING FINANCIALLY
POOR MENTAL HEALTH
ABUSE VICTIM
UNEMPLOYED EX-OFFENDER
MIGRANT REFUGEE
ASYLUM SEEKER
VULNERABLE
LOSS OF HOPE, TRUST, LOVE
LOOKING FOR HELP AND CHANGE

ACCEPTANCE



Provision
Food, Practical



Life skills
Learning,
Self-confidence



Shelter
Safe environment,
Safe relationships



Housing
Community,
Move-on

Lives being transformed
Needs met > Relationships formed > Personal change



Encounter
Kindness, Hope,
Truth, Love, Jesus



Engagement
Listening, Accompanying,
Signposting



Employability
Volunteering,
Readiness,
Sustaining

We have grown to be the largest Christian charity in Bristol and have four service areas:

Provisions

that are delivered through the Wild Goose, a drop-in centre for people who are or at risk of homelessness, and South and East Bristol Foodbank.

Shelter

that includes Spring of Hope, a safe emergency night shelter for women, and Bristol Churches Shelter for people who would otherwise be rough sleeping over the winter months.

Client Pathways

that include our Life Recovery course and through engagement with clients to provide support and signposting.

Housing

that includes Hope into Action homes for people who are seeking a longer-term housing solution.

These are delivered by over 40 skilled and passionate staff and nearly 400 volunteers. The team of staff and volunteers work tirelessly and sacrificially often working with people who have hugely complex needs. All our staff share a Christian faith and so believe that everyone is unique and reflects the image of God, that no-one is beyond the reach and redemption of God and his enduring love, and are sustained by the knowledge that even after a setback there is still hope. Importantly, our services and venues are open and accessible to all, regardless of their faith.

This faith is reflected in our practice, with prayer and seeking God central to decision-making. In a recent independent survey, staff reported how challenges increase unity and spiritual dependence. One employee said *"I guess the biggest thing is that thing of prayer and how much we trust that prayer is gonna do something and ... how much that is prioritised."* A manager shared how listening to the Spirit and seeking God's guidance is encouraged in leadership and they ask God *"to lead me, trying to hear from God what to do next rather than just go into the to do list"*.



CONTEXT TO THIS APPOINTMENT

InHope was formed in the mid-80s to provide an umbrella for a number of church initiatives that had been started by Christians responding to the needs they saw in their neighbourhood. Over the last ten years, under our Chief Executive, Jonathan Lee's leadership, these initiatives have been brought together and professionalised. Jonathan and his team have elevated the work, ensuring that we don't just meet the immediate crisis needs of our clients but work with them to develop pathways to live out their God given potential. We have sharpened our vision, rebranded from Crisis Centre Ministries to inHope, and we have developed the governance structures to ensure that the charity is well led and accountable.

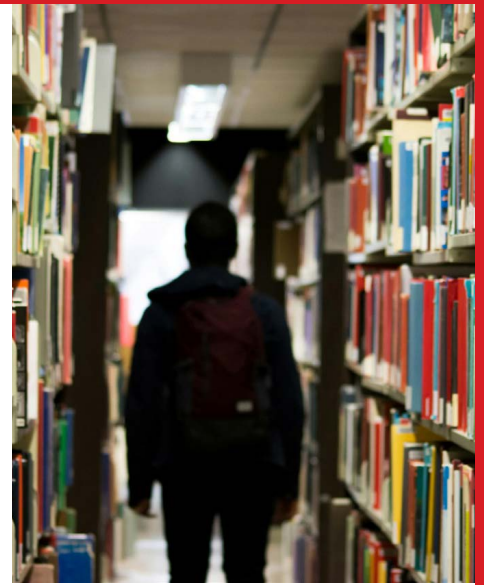
As the largest city in the South-West, Bristol has always had a challenge with rough sleeping. In recent years the need for our services has risen with acutely increasing rents and food prices.

At the same time, we have faced some significant financial challenges as our costs have increased. This has led us to a thorough redesign of the way inHope functions. Instead of being organised by location, since April 2025 we have been organised by service. The restructure is enabling us to provide better, more joined-up services, aligned to the outcomes we want to see. It is also making us leaner. In 2024/25 our deficit fell from £200K to £50K and we are currently ahead of budget and on track to be in surplus this year.

FINANCIAL SUMMARY

In the 12 months to March 2025 our income was £1.55m including £500K from individuals, £720K from Trusts and Foundations and £330K from other sources (events, churches, business and legacies). In this period our expenditure was £1.60m of which £295K was spent on the Wild Goose Drop-in, £124K was spent on Life Recovery, £287K on Spring of Hope, £429K on the Foodbank, £93K on Hope into Action, £155K on Bristol Churches Shelter and £221K on fundraising. We had a deficit of £56K but are on track to make a surplus in the coming financial year.





ALAN'S STORY

"I'm 48 and have worked all my life. Before the pandemic, I lived in shared accommodation in Bristol and was trying to find a private rental. Despite a steady income, good references, and a deposit saved, I was repeatedly rejected because I wasn't a student or professional.

When COVID hit, my mum and stepdad invited me to stay with them. I kept working in a warehouse, but tensions at home escalated. After a serious argument with my stepdad, the police were called and I was told to leave. Suddenly, I was homeless and jobless. I slept rough for three nights—one of which nearly turned violent—and had no access to clothes or basic essentials.

My sister, who lives up North, urged me not to sleep rough, so I stayed with a friend temporarily. But they were an older couple in a council flat, risking eviction if I was found there. I spent cold days in January at the library or sleeping in A&E just to stay warm.

I turned to the Wild Goose for food, toiletries, a place to sit. I was made to feel so welcome. I also found out about the free haircuts too. Just because I was homeless didn't mean I was an animal.

I constantly asked the council for help but, as a single male with no health issues, I was low priority. Eventually, a friend gave me the number for another charity, Emmaus. After an interview and trial shift, they offered me a place to stay. That was 7 months ago now. I still visit the Wild Goose, and I'm so grateful for their kindness. One day, I hope to give back."

ROLE SUMMARY

The Chief Executive is responsible for realising our vision by providing leadership to our skilled, passionate and proactive staff and enabling them to deliver our mission and strategy. Current priorities include:

- Embedding the new structure so that there is clarity over responsibility, seamless service and to ensure that staff are flourishing in their new roles.
- Developing relationships with our partner organisations that include churches across Bristol, Trussell, Hope into Action, Citizen's Advice, Bristol Homeless Forum, Feeding Bristol and ARA Recovery for All.
- Developing our impact framework and systems to ensure that all that we do is helping to realise our vision.
- Strengthening our income base by working with our Head of Income and People to maintain and grow our network of supporters and funders.
- Developing our Christian identity by finding fresh and inclusive ways to express our faith and ensuring that our staff are centred on Christ and our work is grounded in prayer.
- Developing a five-year plan that embeds our new structure, maximises our impact, ensures excellence in all that we do and enables staff to innovate.
- Innovating in a way that ensures client-voice is reflected in all that they do.

The role reports to the Chair of Trustees and her Trustee colleagues. It has three direct reports – a Head of Income and People (who oversees our People Team Leader), a Head of Finance and Operations and a Head of Services (who oversees our Provisions Team Leader, Client Pathways Team Leaders, Housing Team Leader, Shelter Team Leader and Bristol Churches Shelter Leader).

For full details of the roles responsibilities see appendix 1

PERSON STATEMENT

We are seeking an exceptional leader who ideally brings experience of working in a comparable sector at a similar scale, in a context of change and of developing high performing teams. You will bring a strategic mind and an ability to think at an organisational level. You will have a passion for serving vulnerable individuals, and a mature Christian faith that is lived out in the way you lead and serve.

For more details see Appendix 2 below.





TERMS AND CONDITIONS

The salary will be circa £70,000 per annum, plus a matched pension contribution, for a 37.5 hour working week. The job will be based at the inHope main office - 32 Stapleton Rd, St Jude's, Bristol BS5 0QY - with regular travel to sites across the city. Hybrid working up to 40% of the time is typically permitted. Annual leave is 28 days. Other benefits include membership of the Employee Assistance Programme and membership of the Association of Chief Executives of Voluntary Organisations.

HOW TO APPLY

InHope is being supported by Macaulay Search. Applications should be sent by email to Anita Motha at anita.motha@macaulaysearch.com

The closing date for applications is 10 November 2025. Your application should include:

- a CV including a full employment history showing responsibilities held and relevant achievements, academic qualifications and/or continuing professional development, and a mobile number.
- a cover letter describing what attracts you to serve as Chief Executive of inHope, the career and personal experiences that prepare you for the role and the way that your faith has shaped your leadership.

PROCESS

A selection of candidates will be invited to a preliminary interview on Teams on 26 November with Lindsay Smith, Chair of the Board and appointment panel colleagues. A smaller group of candidates will be invited to an in-person interview in Bristol on 9th December. You can expect to hear from Macaulay Search by 20th November if you have been invited for interview.

APPENDIX 1

Job Purpose

To enable the mission of Jesus Christ through leading and managing inHope to realise its vision as aligned to the Charitable Objects, and as set out in the organisational Theory of Change and strategy.

Outcomes

- That all service delivery and support function activities across inHope, and those delivered through external partnership, align with the Charitable Objects and demonstrate public benefit.
- That the governance of all aspects of inHope is exercised in an exemplary fashion and exceeds the expectations of the Charity Commission and other bodies, is compliant with applicable regulation and legislation, and that the Trustees are supported and enabled to fulfil their duties effectively and efficiently.
- That the vision, mission and values of the charity are defined, regularly reviewed and refreshed, and articulated to all internal and external stakeholders on a regular basis.
- The vision of inHope is being realised through the strategic development of inHope, strategic development of operational delivery. as demonstrated by the reported Outcomes and Outputs over successive years.
- Effective, servant hearted, and values led leadership of inHope of and through the Senior Leadership Team (SLT) in partnership with Trustees, and of the staff and volunteer team, is demonstrable.
- That the outcomes and outputs of all roles across inHope are proactively enabled and monitored, and that staff express that working for inHope is a positive experience developing their experience and their skills; that the culture is valued, and they collectively seek to fulfil the purpose.
- That the charity remains financially healthy and a going concern, meeting its current and future obligations inclusive of retaining target reserves.
- That volunteers of inHope feel that they are an integral, needed and effective part of inHope's work and mission, that their experience of volunteering is positive and that they are valued.
- That innovation and adaptability are championed and encouraged, reflecting the shifting needs of the charity's client groups, and ensuring that the Trustees are kept informed of key developments, opportunities and risks.
- That the voice of inHope's diverse client group is proactively sought, heard and evident in the shaping and delivery of services.
- That spiritual leadership is exercised with wisdom and care throughout the charity and in accordance with the Statement of Faith, and that the culture of inHope inspires inclusion and mutuality for all staff, and innovation.
- That inHope services accept and meet the needs of all 'who need us most' (the client group) regardless of ethnicity, nationality, gender, sexuality, social or economic status, neurodiversity, disability, religion, marital status or any other protected characteristic. That inHope remains inclusive and strives for justice for all.
- That all inHope members, supporters, donors and prayers feel connected to the charity through our communications, events and opportunities to directly engage, and are motivated to support financially, prayerfully and as advocates for client needs.
- That risks to any area of the charity are identified, recorded and mitigated, where possible, by proactive risk management.

Outputs

- Provide the Board of Trustees with the necessary information to fulfil its legal and fiduciary duties, acting on the same to manage the charity appropriately, mitigating risks of misappropriation and misrepresentation.
- A 5-year rolling strategy for the charity and associated work plan for the immediate years that drives towards the longer-term aspirations, whilst leaving space for changing client need and for God to guide.
- A detailed annual budget with outline budgets for years 2 and 3 which support the strategic plan, resource requirements and constraints and the associated fundraising forecast/targets.

- In support of the budget, provide a detailed income forecast and fundraising strategy that demonstrate investment into the future supporting the ongoing obligations and strategic plan.
- Oversee the creation and ongoing evolution of the service delivery operational plan, supporting and enabling the Head of Services to deliver the plan within budget and resource constraints.
- Engage regularly with members, supporters, donors, grant makers, churches, businesses and other stakeholders to promote the work of inHope, encouraging engagement through volunteering, prayer, funding and longer-term investment.
- Advocate for the expressed needs of inHope clients and the charity's work in meeting those through local and national forums, strategic working groups and in direct conversation with local and national government representatives.
- Collaboratively create a rolling and regularly reviewed 5-year strategic plan, putting in place work plans that deliver strategic outcomes, ensuring team buy-in inclusive of the SLT and Trustee sign-off. Set up and monitor risks management associated with the strategic plan.
- Carry overall responsibility for the operation side of the charity ensuring full and diligent compliance with the law, statutory guidance and good practice in all areas.
- Structure and manage the staff team, resources and facilities to efficiently and effectively deliver the charity's work and mission so that the vision can be realised.
- Be responsible and accountable for the charity budget and stewardship of financial resources, mitigating risk of fraud and misappropriation of funds and assets.
- Ensure that effective policies and procedures are enacted and complied with in the areas of Health and Safety, Safeguarding, Data Protection, HR management including Staff Pay, EDI, Risk Management, Financial Responsibilities, Volunteering and others.
- Ensure that the right things are measured in terms of Outputs and Outcomes so that the impact of the charities work and its alignment with the Charitable Objects and Theory of Change can be demonstrated and monitored, enabling dynamic adjustment of activities where needed.
- Christian pastoral care for colleagues within inHope.

Key Leadership and Management Tasks

- Visible and accessible leadership that meets the needs of the staff team, the Trustees and the charity's vision and mission.
- To be accountable to the Chair and Board of Trustees, ensuring that they are well informed of key developments, successes, risks and their mitigations; reporting on the same as agreed with the Board.

KEY ATTRIBUTES

Person Specification

Essential Attributes

- Thinks, collaborates and acts strategically, for the benefit of the whole charity and in keeping with its values.
- Builds partnership to enable collaborative working to meet both strategic and tactical ends.
- Innovative and inquisitive.
- High emotional intelligence; responsive.
- Motivated by setting challenging targets and exceeding them
- Positive, optimistic and resourceful when dealing with obstacles and change.
- Inspirational verbal and written communicator, able to build lasting and productive relationships.
- Skilled in creating inspiring, successful and multifaceted fundraising campaigns that support service growth to match needs and ongoing sector developments.
- Has direct experience of managing an HR function and of good volunteer management.
- A leader who is continuing to grow and develop themselves and inspires their team to do likewise.
- Planned and organized with a high workload capacity; able to manage their own and others' workloads whilst meeting the expectations and priorities of different stakeholders.
- GCE A Level qualification(s) or equivalent.
- Minimum of 5 years' leadership experience in a small to medium-sized charity.

Desirable

- Understanding of inHope's client groups, their needs and hopes, and approaches to providing services that meet needs.
- Evidence of effective partnership working with churches and/or other groups.
- Familiarity with Charity Commission, Fundraising Regulator and public perspectives on ethical fundraising.

Key Relationships

Team(s)

- Leads the Senior Leadership Team (SLT).
- Accountable to the Chair and Trustees, reporting to and attending Board meetings.
- Member of the Finance Group, People Group and Policies Group, each chaired by a Trustee.

Primary Relationships

- Line managed by the Chair of Trustees, with regular review meetings to discuss progress against role outcomes, outputs, personal and team wellbeing and development.
- Representing and promoting inHope's mission, work and needs to external partners and potential partners.
- Line manager of the Head of Finance & Operations, the Head of Services and the Head of Income and People.
- Brings overall leadership to the whole staff team, and to volunteers.
- Build effective relationships with individuals (inclusive of members, supporters, donors), organisations e.g. churches, businesses, foundations, trusts, academia and others, that help in meeting the immediate and future needs of the charity
- Build productive relationships with partner organisations in the sector, local and national government authorities and sector specific networks.
- Fully participative member of the staff team leading staff meetings, attending prayer times and events, establishing good and supportive working relationships with staff at all levels.