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JOB APPLICATION PACK

Chief Executive Officer

June 2026

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**NEW
HORIZON
YOUTH
CENTRE**

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New Horizon Youth Centre

Chief Executive Officer

Job Application Pack, June 2026



Dear Candidate,

Thank you for your interest in becoming the next Chief Executive of New Horizon Youth Centre.

This is a hugely important moment for our organisation. Youth homelessness has risen, at a time when housing options have become increasingly limited, and more young people than ever are turning to New Horizon for support. Every day, we see the impact that homelessness, poverty, exploitation, poor mental health and systemic disadvantage can have on young people's lives. We also see their resilience, talent and potential.

We have recently launched our new five-year strategy, *Back to our Beginnings*. It reflects our determination to focus on what we do best: helping young people move from crisis towards safety, housing and independence. It is an ambitious strategy, but also a disciplined one. It asks us to be clear about where we can have the greatest impact, to strengthen partnerships, to use our insight to influence change, and to continue investing in the people and systems that make our work possible.

As Chair, I am proud of what New Horizon has achieved in recent years. We have grown our services, strengthened our finances, expanded our influence and developed a talented and committed staff team. We have done so while remaining deeply connected to the young people we exist to serve.

We are now seeking a Chief Executive who can lead us into this next chapter. This is an opportunity for an exceptional leader to shape the future of a highly respected organisation operating at the forefront of youth services. You may already be a Chief Executive. Equally, you may be an exceptional senior leader looking to step into your first CEO role. What matters most is your ability to lead a complex organisation with a combination of strategic clarity and empathy alongside a strong track record of building outstanding relationships and partnerships.

You will be deeply committed to quality service delivery, comfortable managing risk and feel inspired working in a setting where your meetings and the mission all happen in the same building.

Outside of the Centre you will have the judgement, emotional intelligence and political awareness to navigate an increasingly complex external environment, be comfortable representing New Horizon externally, and hence our determination to challenge the systems that leave young people without the support they need. Most importantly, we are looking for someone who believes, as we do, that every young person deserves the chance to fulfil their potential and a home from which to do it.

If that vision resonates with you, we would be delighted to hear from you.

Best wishes,
Matthew Reed,
Chair of the Board of Trustees

New Horizon Youth Centre

Chief Executive Officer

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OUR STORY

New Horizon Youth Centre exists because no young person should be homeless, unsafe or left to navigate crisis alone.

For nearly 60 years, we have stood alongside young Londoners facing homelessness, offering practical support, trusted relationships and a route towards safety and independence. Founded in 1967, we remain London's only youth-specific day centre, working with young people aged 16–24 who have nowhere else to turn.

Every day, we meet young people experiencing homelessness as a result of family breakdown, poverty, exploitation, violence, discrimination, poor mental health, challenges within the care system, or failures in the housing system. We provide immediate support when it is needed most, helping young people access housing, healthcare, emotional support, life skills, education and employment opportunities.

Our work is grounded in the belief that young people are experts in their own lives. We work alongside them, not for them, creating services that are trauma-informed, inclusive and shaped by lived experience. We are ambitious for the young people we support and determined to remove the barriers that stand in their way.

Today, youth homelessness in London is at crisis levels. Demand for support continues to rise, while housing options become harder to access and public services face increasing pressure. In response, New Horizon is returning to its roots through our 2025–2030 strategy, [Back to Our Beginnings](#). We are sharpening our focus on what we do best: being there for young people in crisis, helping them find safety, stability and a pathway towards independence.

But we know services alone are not enough. Alongside our frontline work, we use our insight, evidence and the voices of young people to challenge the systems that drive homelessness in the first place. We campaign, convene partnerships and advocate for change because we believe that youth homelessness is not inevitable and that lasting solutions are possible.

At our core, New Horizon is a hopeful organisation. We see the potential in every young person who walks through our doors and are committed to building a London where every young person has somewhere safe to call home, the opportunity to thrive, and the support they need to shape their own future.

“For as long as young people are homeless and unsafe in London, we will be on a mission to give their potential a home”

For more info about our impact, [please take a look at our latest impact report](#). And to view our most recent annual report, please [click here](#).

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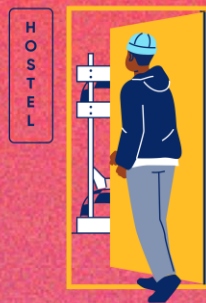
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OUR WORK IS GUIDED BY THREE VALUES:

We **champion** young people



We **collaborate** for impact



We are **determined** to find a way



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COMMITMENT TO EQUITY, DIVERSITY & INCLUSION

New Horizon Youth Centre is committed to recognising and valuing difference and ensuring fairness and equity; and recognising and seeking to redress inequity and disadvantage wherever possible. We have an ongoing action plan to improve our Equity, Diversity and Inclusion (EDI) practices, which every member of our organisation has a role in contributing to.

As a service provider to young people facing homelessness and who are unsafe, we aim to be an empowering, supportive employer and to offer as much flexibility as possible to help each individual realise their full potential as users of New Horizon Youth Centre and as employees. We believe that this approach is key and central to promoting and developing diversity.

We recognise that true diversity in our community and within the staff group also involves a willingness to act, where necessary, by combating the effects of existing barriers to fair and equal treatment. Within society certain groups are unfairly discriminated against – for example on the grounds of race, gender or gender identity, disability, sexuality, age and class – and are, as a result, disadvantaged in terms of their access to services and employment. We will, where appropriate and where possible, seek to positively redress the effects of this discrimination. Any action we take will be legally compliant and consistent with our approach of making young people and staff feel valued and respected.

We recognise that many people have suffered disadvantage and barriers to progress for all kinds of reasons related to them as an individual and not because of their personal characteristics such as homelessness, employment, economic or domestic circumstances, or involvement with the justice system. For this reason, our commitment to diversity includes being supportive, positive and open minded.

We encourage applications from all backgrounds in respect of ethnicity, disability, gender, sexuality, religion, and socio-economic backgrounds.

New Horizon Youth Centre is deeply committed to inclusive working practices, so during the application process we commit to:

- Reimbursing any childcare and other care costs whilst you are attending interviews.
- Reimbursing your travel costs to the office and back for interviews.
- Making any reasonable adjustments – for example ensuring we have a sign language interpreter organised in advance if you would like them.
- Offering a guaranteed first stage interview for disabled candidates who meet the minimum requirements for the role.

If there is anything else you are concerned about or think we could provide, please let us know.

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*"New Horizon.
It might not be your home.
They might not be your parents.
They might not be your family.
But they want you to win in this
world."*

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NEW HORIZON YOUTH CENTRE

New Horizon Youth Centre

Chief Executive Officer

Job Application Pack, June 2026



JOB DESCRIPTION – Chief Executive Officer

Reporting to: The Chair of the Board of Trustees

Direct Reports: Chief Operating Officer, and other senior leaders

Role purpose:

As Chief Executive, you will provide visible, inspiring and reassuring leadership across the organisation. Working closely with the Board, Leadership Team, staff, partners and the young people who use our services, you will shape and deliver our strategic vision, ensuring that it translates into safe, high-quality and impactful services. You will champion New Horizon's mission externally, using our frontline insight, partnerships and influence to drive systemic change and ensure that youth homelessness remains a priority for policymakers, funders and decision-makers across London and nationally.

You will combine strategic leadership with operational excellence, leading a high-performing and passionate organisation that is financially robust, dynamic and ambitious for the young people we serve.

MAIN TASKS AND RESPONSIBILITIES

Strategic leadership

- Lead the delivery of New Horizon's 2025–2030 strategy, ensuring organisational priorities, resources and culture remain focused on achieving the best outcomes for young people experiencing homelessness.
- Work in partnership with the Board to shape future strategy, monitor impact and respond to emerging challenges and opportunities.
- Translate strategy into clear organisational priorities with the Chief Operating Officer, overseeing delivery and ensuring the Leadership Team have what they need to succeed.

Champion service excellence

- Translate strategy into clear organisational priorities with the Chief Operating Officer, overseeing delivery and ensuring the Leadership Team have what they need to succeed.
- Ensure the organisation delivers safe, high-quality, trauma-informed services that support young people from crisis through to stable housing and independence.
- Drive a culture of continuous improvement, innovation and accountability, underpinned by robust performance, safeguarding and impact measurement.

Lead systems change and influence policy

- Position New Horizon as a leading voice on youth homelessness, influencing regional and national policy and practice.
- Build evidence, campaigns and partnerships that address the root causes of youth homelessness and create lasting systems change.

Develop strategic partnerships and profile

- Act as the organisation's principal ambassador, building strong relationships with government, local authorities, funders, sector leaders and community stakeholders.
- Strengthen and expand partnerships that enhance New Horizon's reach, impact and ability to secure housing and support pathways for young people.

Ensure organisational and financial sustainability

- Lead financial stewardship and income generation, securing the resources needed to deliver strategic ambitions and long-term sustainability.
- Personally lead relationships with senior funders, commissioners and strategic partners.
- Ensure the organisation remains financially resilient, with strong financial planning, controls and oversight.
- Oversee effective governance, risk management and compliance, ensuring the organisation operates to the highest standards.

Build an inclusive and high performing organisation

- Foster a positive, inclusive and values-led culture where staff and the young people they serve can thrive and develop.
- Champion diversity, equity and anti-racist practice across all aspects of the organisation's work and leadership.
- Ensure the organisation is a great place to work, with strong wellbeing and people development practices.
- Maintain the highest standards of integrity, transparency and accountability.
- As necessary, and in addition to the above, undertake other activities commensurate with the nature of the post.

PERSON SPECIFICATION

We are looking for an individual who can demonstrate the following competencies and want to use these to the full in their work.

Knowledge and experience

- Senior leadership experience within a social justice, public service or voluntary sector organisation.
- A strong track record of setting strategy and leading organisational change.
- Experience of senior leadership in complex organisations, ideally gained in a service delivery setting with multiple stakeholders and competing priorities.
- Significant experience building and sustaining senior external relationships, including with funders and statutory partners.
- Experience of securing, stewarding or supporting diverse income streams.
- Strong financial literacy, including oversight of sizeable budgets and income streams.
- Experience leading, supporting and developing Leadership Teams.
- An appreciation of the unique challenges facing people who use our services, including homelessness, housing, youth justice, health or related fields.
- Experience of leading or participating in cross-sector partnerships or alliances.

Skills and abilities

- Strategic and systems thinking, with the ability to see the bigger picture while making clear decisions.
- Exceptional influencing and relationship-building skills.
- Confident public communicator, including with media and cross-sector audiences.
- Strong judgement, integrity and ability to manage risk.
- Commitment to equity, inclusion and anti-racist leadership.
- Strong political awareness, with the judgement to navigate complex and sometimes contested external environments while maintaining constructive relationships and organisational credibility.
- The ability to balance compassion and support with accountability, performance and delivery.

Styles and behaviours

We are looking for a leader who:

- Is deeply aligned with NHYC's mission and values.
- Champions young people and believes in their potential.
- Is collaborative, relational and system-minded.
- Is resilient, reflective and comfortable leading through complexity and uncertainty.

We actively encourage applications from people with lived experience of homelessness and/or the issues affecting the young people we serve.

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Chief Executive Officer

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ADDITIONAL INFORMATION

Location:

Visible leadership at New Horizon Youth Centre, Charlton Street, London with travel to other locations around London or occasionally the UK as required. Homeworking on occasions in agreement with the Chair of the Board.

Hours of work:

Willingness and ability to work outside of normal hours on occasion (within New Horizon's flexible working hour's arrangements). This includes some work over the Christmas period.

Pay:

The salary for this role is c.£100,000 per annum on a full-time permanent basis.

Other benefits:

- 30 days annual leave per year (pro rata), plus bank holidays and some additional time off over Christmas
- Employer contribution of 6% to a group personal pension scheme
- Enhanced Employee Assistance Programme, including 24-hour helpline, access to counselling, contributions towards medical expenses, discounted gym memberships, high street vouchers and more
- Clinical Supervision and Reflective Practice
- Staff Loan Policy, including Cycle to Work scheme
- Generous Training budget and a Diversity Leadership Programme
- Regular Staff Away Days and teambuilding activities

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TIMESCALES AND HOW TO APPLY

The timescales for recruitment are as follows:

Closing date	Monday 20th July 2026
Preliminary Interviews with Starfish Search	w/c Monday 3rd and w/c Monday 10th August 2026
Final Panel Interviews	Wednesday 2nd September 2026

If you wish to apply for this position, please visit:

<https://starfishsearch.com/jobs/nhyc-ceo/> with the following prepared:

1. **A CV** setting out your career history, education or qualifications, and other key responsibilities or achievements (2 sides of A4).
2. **A supporting statement** (1500 words or up to 2 sides of A4) highlighting your suitability for the role and how you meet the criteria listed on the Person Specification.

The supporting statement is an essential part of your application and will be assessed for shortlisting purposes.

We would also be grateful if you would complete the Equality and Diversity monitoring form on the online application process. This form is for monitoring purposes only and is not treated as part of your application.

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***Giving potential a
home since 1967***

***nhyouthcentre.org.uk
@nhyouthcentre***

***Charity number: 276943
Company number: 01393561***

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