

JOB DESCRIPTION

Job Title:	Housing Night Team Manager
Responsible to:	Head of Housing
Responsible for:	Night Staff
Job Purpose:	To manage the overnight operations of supported housing services, ensuring the safety, wellbeing, and support of residents during night hours. You will supervise night staff, respond to emergencies, and maintain high standards of service delivery in line with organisational values.
Main Responsibilities:	1. Oversee housing support sites including Hillbrook House and move-on properties during your working shift. 2. Manage night staff to include appraisals, 121's, team meetings and staff wellbeing. 3. Lead on the night staff rota, setting clear boundaries within the rota. 4. Conduct meetings with the night team, setting goals, targets, and actions within a trimly manner. 5. Uphold policy, provide training, guidance, and address performance of night staff. 6. Adhere to legislation and Housing Standards including the Housing Support Act (2023), RSH, and Ofsted Standards. 7. Adhere to the Housing Support Guide and support of residents. 8. To ensure night staff are recording and achieving objectives, support hours, targets, and compliance and to address any failings or development areas. 9. Work with external agencies such as local authorities, and internal departments to ensure Housing support compliance during night hours. 10. Ensure accurate record-keeping across multiple IT platforms. 11. Conduct reasonable requests by the Head of Housing or CEO. 12. Ensure night staff adhere to housing support related policies to ensure compliance with housing laws and regulations. 13. To ensure the safeguarding of staff and residents in line with policy. 14. Achieve KPI targets set by the Head of Housing to enable the monitoring, evaluation and progress made to help young people to be able to thrive and move onto independent living. 15. Complete, lead, prepare and present monitoring reports, compliance reports and meeting reports as required, directed, and designated by the Head of Housing, CEO and Trustees. 16. Consult with the on-call manager and report all emergencies in line with the Housing on-call policy.

PERSON SPECIFICATION:

		Essential	Desirable	How measured (application, assessment, interview)
Qualifications, Education & Training:				Application and certificates
	Equivalent CIH L3 in Housing or higher	X		Application
Experience				
	Proven experience in housing management, preferably within supported housing.		X	Application, interview
	Strong knowledge of housing legislation and safeguarding practices.	X		Application, interview
	Excellent leadership, communication, and organisational skills.		X	
	Experience of establishing and maintaining effective working relationships with other agencies and professions	X		Application, interview
	Ability to work independently and manage crisis situations.	X		
	Demonstrable experience in collating, analysing, and reporting data from a range of sources and making recommendations for performance improvement.	X		Application, interview
	Experience of demonstrating compliance for external regulatory inspections and/or accreditations	X		Application, assessment
Abilities, skills, and attitude				
	A strong command of Microsoft Office including Word, Excel, and PowerPoint	X		Application, assessment
	Ability to collaborate with managers to influence change, encourage innovation, creativity and continuous improvement	X		Application
	Navigating charity policies and compliance requirements including Ofsted		X	Application, interview
	Good working knowledge of data protection and information security	X		Application, interview
	Excellent spoken and written communication skills with an	X		Application, assessment, and interview

	elevated level of attention to detail			
	Able to influence and build excellent working relationships at all levels of the organisation	X		Application, interview
	Demonstrate an elevated level of professional credibility, integrity and emotional resilience	X		Application, interview
	Excellent organisational skills with the ability to keep things simple	X		Application, interview
	Safeguarding knowledge and experience	x		Application, interview
Other requirements	Subject to a satisfactory Enhanced with Children's barred list DBS disclosure	X		Application, DBS disclosure
	Commitment to the values, aims and mission of YMCA East Surrey. This includes being on call when required and being able to attend out of hours incidents within one hour	X		Application, Interview
	Understanding and commitment to equality, diversity and inclusion for staff, services users, and stakeholders	X		Application, Interview
	Able to work unsocial hours including evenings and nights at times	X		Application, interview