



ARC

JOB DESCRIPTION – NIGHT SUPERVISOR

Hours: 37.5 - Monday to Friday 18:00-02:00 with flexibility to cover shifts when required between the hours of 20:00-08:00

Salary: £29,565 + an antisocial hours allowance of £1,774.50 per Annum

Accountable to: Lindley House Manager

Job Purpose:

The Night Supervisor is responsible for providing effective operational leadership and supervision of the hostel and Arcs other accommodation sites during night-time hours, ensuring the service remains safe, secure, inclusive and responsive to the needs of Clients.

The role provides visible leadership to the night team, driving performance, maintaining high standards of service delivery and promoting a positive, respectful and accountable working culture.

Working closely with the Service Manager, the Night Supervisor will support the effective day-to-day running of the service and provide line management to designated staff.

The postholder will play a key role in ensuring clients experience a safe, inclusive and trauma-informed service while maintaining effective site security, safeguarding and risk management arrangements.

Key Responsibilities:

Operational Leadership and Service Delivery

- Provide effective operational leadership of the hostel and other accommodation sites during night-time hours, ensuring the service operates safely and effectively. Ensuring agreed policies, procedures, service standards, and management instructions are consistently implemented.
- Make proportionate operational decisions within the responsibilities of the role and escalate significant concerns in accordance with organisational procedures.
- Provide operational cover for annual leave, sickness and rota vacancies where reasonably required to maintain safe service delivery.

Performance and Standards

- Drive individual and team performance, ensuring staff understand their responsibilities, expected standards, and contribution to service objectives.
- Maintain accurate records and ensure reporting requirements are completed within required timescales.

Staff leadership, Support and Line Management

- Provide visible, consistent, and supportive leadership to the night team. Fostering effective teamwork and ensuring staff feel appropriately supported while maintaining clear professional expectations and accountability
- Undertake line management responsibilities for designated staff in accordance with organisational policies and procedures.
- Support the induction and development of new employees and promote consistent working practices across the team.

Culture

- Be a role model for the organisation's values and expected standards of professional behaviour.
- Promote a trauma-informed and person-centered approach to working with individuals experiencing homelessness, recognising the impact of trauma, exclusion and multiple disadvantages.

Safeguarding and Risk Management

- Take responsibility for safeguarding the adults at risk you are responsible for or come into contact with during the course of your duties.
- Support staff in managing challenging, complex or high-risk situations and provide leadership during incidents.
- Ensure safeguarding concerns are recognised, responded to, recorded and escalated in accordance with organisational procedures.
- Respond appropriately to emergencies and serious incidents, ensure incidents are accurately documented and effectively communicated to relevant colleagues.

Site Security and Health & Safety

- Promote a strong health and safety culture and ensure staff understand their responsibilities for maintaining a safe working and living environment.
- Maintain effective oversight of site security processes and ensure agreed security procedures are consistently followed across Arc's portfolio.
- Ensure scheduled building, welfare, fire safety and security checks are completed and accurately recorded across Arcs portfolio.

Management Support

- Work collaboratively with the Service Manager and wider management team to support the effective operation and development of the service.
- Participate in team meetings, management discussions, and service reviews as appropriate.
- Deputise for agreed operational responsibilities within the scope and competence of the role when requested.

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PERSON SPECIFICATION – ACCOMMODATION SERVICES MANAGER

Essential

- Previous line management experience, including conducting one-to-ones or staff supervision
- Ability to provide confident leadership and make appropriate decisions during night-time operations.
- Experience of managing challenging situations, incidents and competing priorities.
- Understanding of safeguarding, professional boundaries and risk management.
- Strong communication, interpersonal and organisational skills.
- Ability to maintain accurate records and produce clear written reports.
- Ability to work independently while recognising when issues require management escalation.
- Ability and willingness to work nights, weekends and bank holidays in accordance with service requirements.
- Commitment to trauma-informed, person-centred and psychologically informed approaches to homelessness services.
- Full driving license

Desirable

- Experience of working in a hostel, supported accommodation or a homelessness service.
- Relevant supervisory, management, housing or social care qualifications.
- Knowledge of homelessness and the complex needs that may be experienced by people accessing homelessness services.
- Experience of managing emergencies or serious incidents within a residential environment.
- Relevant safeguarding, first aid, mental health, conflict management or health and safety training.

Additional requirements

The postholder will be required to work flexibly according to the operational requirements of a 24-hour homelessness service. This includes night shifts and, where reasonably required, providing additional cover to maintain safe staffing levels.

Willingness to attain relevant qualifications is required for this post.

The role will be subject to an Enhanced DBS check and any other pre-employment checks required by the organisation.