

YMCA CHELTENHAM - JOB DESCRIPTION

POSITION TITLE:	Night Housing Lead
LOCATION:	Working across all sites in Gloucester & Cheltenham
RESPONSIBLE TO:	Deputy Head of Housing
HYBRID WORKING ELIGIBLE:	No
SALARY BAND:	BAND C - BAND D (dependent upon qualifications and experience)
HOURS OF WORK:	37.5 hours per week, working a shift pattern

JOB PURPOSE

The Night Housing Lead (NHL) will be responsible for the Night Team Housing service (8pm to 8am, 7 days a week, 365 days a year) across all YMCA Cheltenham housing projects in Gloucester & Cheltenham, and any other areas as may be developed by the organisation in the future.

The NHL will manage a team consisting of Night Support Coordinator, Night Housing Officers and Night Concierges, ensuring this team are properly supervised, led, trained and equipped to support the most vulnerable & excluded in society, with the focus of leading individuals and families to a place of personal resilience and independence.

This will include the delivery of our organisational duty to ensure accommodation is secure and safe, that physical condition is routinely assessed, and that health, safety and regulatory compliance standards are maintained.

The NHL will be responsible for ensuring full staff coverage of all 24-hour sites throughout the year, by way of the establishment and delivery of rota-based staffing systems and in providing cover as and when needed.

The NHL will report to the Deputy Head of Housing in the delivery of housing management, health & safety, compliance, and resident support services, ensuring that housing projects are maintained and properly managed to the required high standard throughout the hours-of-service responsibility.

The Night Housing Lead will:

- Help deliver organisational excellence by ensuring the delivery of services in accordance with best practice standards and organisational policies & procedures.
- Work to ensure delivery of the service outcomes expected within the PATHWAY HOME model and framework by providing information, advice & guidance to residents to ensure Licence and Tenancy conditions are adhered to.
- Work to ensure the night team can deliver trauma-informed assistance to residents when in need, providing practical techniques and signposting to appropriate internal or external services.
- Ensure, and be part of, an operational staffing structure delivering staff cover over a 7-day week, 8pm to 8am, by way of a rota structure to guarantee service continuity, and provide cover and flexibility when required, 365 days a year.
- Lead, manage & supervise a team to ensure quality services to residents can be delivered 7

days a week, 365 days a year, ensuring housing management systems are utilised as required and data inputting is of the expected high standard.

- Work collaboratively with the Night Team across YMCA Cheltenham to ensure services are maintained, cover is provided at times of absence, and key personnel are informed, so organisational outcomes and performance can be appropriately managed.
- Provide the Deputy Head of Housing with operational insight to ensure business continuity, resident safety and regulatory compliance.
- Work alongside and with other parts of the organisation to ensure areas of the business are performing as expected in relation to, complaints, safeguarding, H&S matters, Property & Maintenance, HR, Regulatory Compliance, Policy development, Finance, and our Health & Well Being service.
- To act upon and see through service and administrative matters that are handed over by day teams in connection with void management, resident administration, housing system (InForm) updates, compliance checks, health & safety checks, building & security checks, repairs & maintenance reporting, communal area upkeep, resident welfare checks, stock & supply checks and any other general administrative tasks.
- Ensure meaningful and fully detailed handovers to and from day staff are conducted effectively & efficiently on a daily basis, in a format that is mutually agreeable & recorded, and when needed, escalating to the appropriate level.
- Foster, develop and support strong professional relationships internally and with external partners & stakeholders.
- Ensure the night team utilise InForm to accurately record on-site incidents and other contact with residents.
- Ensure seamless co-ordination across the Night Team to ensure adequate responses to out-of-hour incidents across the YMCA Cheltenham estate, such as fire alarm activations or other emergencies as defined in the out-of-hours guidance.
- To support the team in completing, attending, and participating in appropriate & necessary training whether in person or online.
- To support the promotion of YMCA Cheltenham Organisational Values in the delivery of all aspects of this role and in leading the ~~NHO~~ Night team.

HOUSING MANAGEMENT & RESIDENT SUPPORT DUTIES

1. To be responsible and accountable for the delivery of good quality housing management and resident support services at designated YMCA Cheltenham Housing Schemes.
2. To manage the YMCA Cheltenham Night Team and build an effective team to ensure services are delivered to a high standard, applying a trauma-informed approach & environment, to welcome new residents and support them on site.
3. To carry out regular and formal one-to-one meetings every 2 months with all team members to ensure objectives are being met and are properly recorded within the HR system.
4. To provide strong guidance and necessary support/training to ensure the team deliver effective services in conjunction with the various parts of the organisation.
5. To attend, contribute & participate in internal meetings as may be required by the Deputy Head of Housing, particularly to ensure operational matters are regularly reviewed and appropriate actions taken.

6. To provide the team with insight ensuring the PATHWAY HOME model remains at the heart of our delivery for residents and that services/activities/support/assistance are all tailored accordingly to maximise positive outcomes.
7. Represent the organisation at relevant stakeholder or partner meetings when its relevant to do so.
8. To be responsible for ensuring accommodation is inspected & well maintained as part of the property & maintenance service delivery, accurate information & data collection is administered, management of poor behaviour is delivered, assist and deliver on supported housing duties during night-time hours and ensuring the staff team adhere to company policies & professional boundaries.
9. To ensure detailed and meaningful "handover" information is managed between the day & night teams so business continuity, resident safety and regulatory compliance are maintained.

PROPERTY & MAINTENANCE (P&M) DUTIES

1. To support the Head of P&M in Health & Safety matters and in the delivery of compliance checks and documentation.
2. To support the P&M team by way of ensuring completion of necessary building & security checks to minimise incidents, raise repairs & maintain safety.
3. To ensure the Night Team comply with recognising repair and maintenance issues on site and report these in a timely fashion via the housing management system.
4. To ensure effective co-ordination between the Night Team, HSO and P&M teams in carrying out communal area inspections to address any on site issues of concern.
5. To routinely check on stocks & supplies in relation to PPE, cleaning supplies etc. in case of emergencies.

KEY HUMAN RESOURCES (HR) DUTIES

1. To manage, alongside HR, all employee relations within the Night Team in line with company policy & employment law.
2. To carry out investigations & any informal or formal meetings alongside HR to address any Code of Conduct issues within the Night Team.
3. To support the HR department by ensuring records are maintained and up to date for all the Night Team members.
4. Conduct regular formal one-to-one meetings every 2 months, & full annual appraisals with all the Night Team members.
5. To work alongside HR to address any performance issues.
6. Work with HR to manage, plan, and address any training & support during the Night Team members' induction/probation period and period of employment.

7. To manage all absence administration within the Night Team by working closely with HR to record leave and sickness, including working with and under the direction of HR to address any areas of concern with the Night Team.
8. Alongside HR, plan for any recruitment, volunteers, or placements within your the Night Team.

KEY ADMINISTRATION & FINANCIAL MANAGEMENT DUTIES

1. To be responsible for the delivery of services within your project areas within budgetary constraints and to contribute to the annual budget setting process when required to do so.
2. To be responsible for an effective & efficient team rota that minimises the requirement for agency/bank or overtime cover and therefore provides a VFM service across all projects.

PEOPLE, LEADERSHIP & CULTURE DUTIES

1. Provide clear objectives for line-managed staff, as well as coaching and support.
2. To establish the Night Team that is resident focused, responsible and accountable for delivering a quality service to all residents and stakeholders on behalf of YMCA Cheltenham.
3. To ensure the Organisational Values are understood, supported and upheld to ensure a professional culture of delivery and best practice.
4. To lead on displaying best practice within their service area.
5. Be flexible to participate in out-of-hours/on-call/emergency arrangements on a rota basis.
6. Lead on safe and effective safeguarding practices within your team.

ADDITIONAL DUTIES (POLICIES, PARTNERSHIPS & PROJECTS)

1. To lead the Night Team and ensure policies & procedures are understood and adhered to during the delivery of operational duties.
2. To contribute to any reviews/amendments to housing policy or service delivery modelling.
3. To maintain, create & establish internal & external partnerships that will enhance the service we provide to residents.
4. To support the Deputy Head of Housing in delivering projects that may be required as part of contract management or operational requirements.

PERSON SPECIFICATION

Qualifications

- Evidence of continuing professional development in housing or related field.

- Minimum of CIH Level 3/desirable CIH Level 4 (or equivalent) in Housing or willingness to begin the qualification on completion of probation (to be completed within a fixed timeframe as part of core accountability and as a requirement of the role).
- Possess a minimum of RQF level 3 in supervision or willingness to begin the qualification on completion of probation (to be completed within a fixed timeframe as part of core accountability and as a requirement of the role).

Competencies & Technical Skills

- Professional knowledge of Supported/Social Housing sector.
- Demonstrate an excellent standard of literacy, numeracy, and English language skills.
- Be able to work with tact and diplomacy and react sensitively, with emotional intelligence when faced with complex, sensitive or difficult scenarios.
- Be able to work in a highly confidential way with the ability to apply judgement, common sense, problem solve and find practical solutions to difficult challenges.
- Be able to manage own workload with minimum supervision, to tight deadlines and to work well in a busy environment.
- Be able to apply interpersonal and influencing skills with the ability to maintain good working relationships across a range of staff levels both internally and externally.
- Competence with housing management systems, CRM, and Microsoft 365.
- Holds a full driving licence and has access to a vehicle for work purposes.

Experience

- Substantial recent experience of social housing operations leadership (in a housing association, ALMO, local authority, supported housing setting or similar).
- Proven record of improving operational delivery within a project or housing environment.
- Substantial recent experience of managing a team in a housing environment.
- Experience in budget management, forecasting, and delivering VFM.
- Strong track record of partnership working (local authorities, community safety, support agencies) to resolve complex resident issues.

Personal Qualities

- **Resident-centred:** committed to listening, acting on feedback, and improving outcomes.
- **Leadership & Coaching:** inspires teams, builds capability, and models accountability.
- **Collaborative & Influential:** builds trust across teams and partners; confident negotiator.
- **Organised & Resilient:** manages competing priorities, stays calm under pressure, delivers to deadlines.
- **Ethical & Professional:** champions fairness, safeguarding, and integrity in all interactions.
- **Continuous Improvement Mindset:** curious, pragmatic, and solutions-focused.

This job description provides an indication of the roles and responsibilities for the post of Night Housing lead but should not be construed as an exhaustive list of the duties that the post holder may be asked to undertake.

The post holder will be expected to carry out any other duties which may be reasonably requested by the Deputy Head of Housing.

ABOUT THE ORGANISATION

YMCA Cheltenham, founded in 1855, is a registered charity and has become a leading provider of supported housing for the most vulnerable in Cheltenham and Gloucester, alongside other works such as sports facilities, affordable housing and other charitable activities.

YMCA Cheltenham is an organisation founded on Christian principles and, as such, employees may encounter behaviours, artefacts or other elements particular to or representative of the Christian faith in their workplace.

Employees are not required to adhere to the Christian faith, nor any faith, and no such consideration is made by the organisation in employment choices nor in delivering its services – however, we do expect all employees to demonstrate the list of Values shown below while in the workplace.

ORGANISATIONAL VALUES

As an organisation founded up the Christian Faith, YMCA Cheltenham draws its Values from the Bible, principally as described in Micah 6:8. Our Values are therefore expressed as follows:

OUR VALUES

YMCA Cheltenham will **OPERATE** with Equity, Integrity, Openness and Honesty.
YMCA Cheltenham will **ENGAGE** with Empathy, Kindness, Generosity and Grace.
YMCA Cheltenham will **BE** Thoughtful, Discrete, Ethical and Respectful to all.

YMCA Cheltenham is wholly committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. We expect all our staff and volunteers to share this commitment.