



A route out of  
homelessness

Curated in support  
at no cost to  
Glass Door Homeless Charity

# GLASS DOOR

Service Manager - Night Shelters

Job pack

# Our vision is a future where no one has to sleep on the streets of London.

## About us

Based in London, Glass Door coordinates the UK's largest network of open-access services for people facing or experiencing homelessness.

*Since 1999, thousands of people have found safe shelter and the support needed to leave homelessness behind.*

Open access means that anyone experiencing or at risk of homelessness can turn to Glass Door regardless of who they are or where they are from. We offer a variety of services and not all our services are right for everyone, but no one will be turned away without an offer of support.

We provide year-round advice through our team of expert caseworkers and coordinate London's largest emergency winter shelter network. Our shelter and support services save lives and create a route out of homelessness for good.

We are an independent charity that receives no funding that would impede our open access policy. It is thanks to the support and partnership of individuals, churches, community groups, businesses and trusts and foundations that we can continue to provide shelter and support to those who need it most.

## What we do

### Shelter

Every winter, we work closely with community centres and churches in West London who provide space for a sleeping area for our guests. Our shelters operate from a different venue every night of the week. We have three shelters operating nightly in the boroughs of Kensington and Chelsea, Hammersmith and Fulham and Wandsworth. The shelters accommodate around 35 guests each night.

We provide basic sleeping bags and mats and offer a hot evening meal. Our guests leave in the morning after a hot breakfast and we then close the shelter, removing all equipment ready for setting up in the evening.

### Advice and Support

Year-round, anyone in need can speak with dedicated caseworkers who offer advice, advocacy and practical support. Guests can access the advice and support service either from our partner day centre drop-ins or, during the winter, from our emergency night shelters. Guests can also find other services provided by the drop-ins, such as lunch, laundry and showers.





## How to apply

**Thank you for your interest in this role - we're so glad you'd like to join our team.**

Outlined further in this pack is the job description and person specification, the main terms for the role and a summary of our recent impact.

If you believe in our ethos and want to make a difference, please submit your CV and a short supporting statement (no more than two pages) at the following link: <https://wkf.ms/3yvvdpf>

Shortlisting and interviews will take place after the closing date. Due to the volume of applications received, regrettably, only shortlisted applicants will be contacted.

We foster a diverse and inclusive culture and welcome applicants from all backgrounds. We particularly welcome applications from people with lived experience of homelessness. When you apply for a role with Glass Door, we ask you to complete this [Equality and Diversity Monitoring Form](#). Doing so is voluntary and the information provided will be kept confidential and used for monitoring purposes only.

**If you have any accessibility requirements, or require the application pack in a different format, please get in touch by emailing [recruitment@glassdoor.org.uk](mailto:recruitment@glassdoor.org.uk)**

*We look forward to hearing from you!*

# Job specification

Team:	Operations
Location:	On site at our office - Argon House, Argon Mews, London, SW6 1BJ
Duration:	Permanent
Reporting to:	Head of Operations & Service Development
Hours of work:	35 hours per week (5 days a week)
Salary:	£37,000 - £41,000 p/a

## About you

As the Service Manager for our night shelter service, you'll be at the heart of Glass Door's mission, delivering the largest network of night shelters in the UK. This pivotal role offers you the chance to make a real difference by managing a dedicated team across multiple sites, ensuring high-quality, consistent service that supports our guests to build a route out of homelessness. We're looking for a dynamic, proactive leader with a passion for problem-solving and the compassionate service delivery.

## What you will do as part of our team

The Service Manager is responsible for the following:

### Service Delivery

- Lead all aspects of the planning, preparation, and delivery of the night shelter service.
- Oversee the day-to-day operations of the service, directly engaging with staff and guests to ensure high-quality service delivery.
- Ensure operational policies are consistently followed, providing guests with a reliable and uniform service experience.
- Manage the rota across three night shelters to maintain adequate staffing at all times.
- Manage a fleet of three vehicles used for the night shelters, ensuring their availability and maintenance.
- Ensure all staff are fully aware of service provisions, requirements, and expectations.
- Lead the continuous improvement of the shelter service to better meet guest needs.
- Ensure due diligence is performed, and that reporting and records are accurately maintained.
- Collaborate with the Head of Operations & Service Development to keep expenditures and income within agreed budget limits.
- Liaise with casework colleagues to ensure seamless collaboration between night shelter and casework staff.
- Ensure the night shelters are aligned with other statutory and charity services to best meet the needs of our guests.

# Job specification

- Conduct and maintain annual general and fire risk assessments for each shelter venue; actively maintain the service-level risk register and contribute to organisational risk register.
- Promptly raise concerns and safeguarding issues in accordance with relevant policies and procedures.
- Ensure policies and procedures are up-to-date with annual reviews, and provide staff with training and guidance on compliance and best practices.

## Management

- Manage and supervise a seasonal staff team of approximately 40 individuals.
- Oversee the full employee lifecycle management, including: recruitment, onboarding, training and performance management.
- Lead the recruitment and training of seasonal shelter staff.
- Provide high-quality support and line management to night shelter staff, delivering clear guidance, support, and effective leadership.
- Ensure excellent performance management, support, and supervision of Night Shelter Managers and staff, including monitoring annual leave and addressing performance issues in line with Glass Door's policies.
- Empower seasonal managers to deliver high-quality, safe support and effective guest management in accordance with Glass Door policies and procedures.
- Regularly monitor the quality of support and service by conducting site visits to the night shelters.
- Organise and deliver a comprehensive training programme for shelter staff.
- Facilitate regular supervision and team meetings to promote effective teamwork and communication.
- Ensure the In-form system is utilised efficiently by shelter staff, with timely updates to reports, and prompt, accurate record-keeping.
- Provide timely support, advice, and guidance to staff as needed.

## Service Development and Planning

- Play a lead role in the annual planning of the night shelter service and contribute to the annual services business plan.
- Drive the achievement of organisational targets and objectives as outlined in Glass Door's business plan.

## Additional

- Cultivate positive relationships with guests, staff, professionals, partners, suppliers, and the local community.
- To undertake any other duties that can be reasonably required to meet the operational needs of Glass Door.
- Carry out the functions of the post with proper regard to Glass Door's Equal Opportunities Policy.

# Person specification

## Essential

- Proven experience working with and understanding the needs of people experiencing homelessness or similar disadvantaged groups.
- Experience in leading a service and managing frontline teams.
- Demonstrated problem-solving abilities through proactive learning.
- Understanding and appreciation of trauma-informed care.
- Valid driving license for manual transmission with the willingness to drive the Glass Door vehicles.
- Ability to work independently, with strong decision-making skills and initiative.
- Highly organised with excellent time-management abilities.
- Exceptional communication skills, adaptable to various styles and approaches.
- Strong IT proficiency, including advanced Microsoft Office skills.
- Willingness to work occasional evenings and weekends, with the flexibility to cover shifts in emergencies. Time off in lieu provided.
- Proactive approach in resolving challenging situations and achieving desired outcomes.
- Empathetic and professional in handling challenging circumstances.
- Ability to implement and adhere to health and safety, HR, and operational policies.
- Strong commitment to equal opportunities and diversity.

## Desirable

- Advanced IT proficiency, particularly in AI tools and technologies, with a proven ability to quickly learn and adapt to new software or web applications.
- Relevant training or certifications (e.g., project management, trauma-informed care, IOSH Managing Safely).
- A lived experience of homelessness.

*We value diversity, promote equality and encourage applications from people of all backgrounds. We particularly welcome applications from people with lived experience of homelessness.*

# Our impact

- 1,786 individuals received support through Glass Door's expert casework service and emergency winter night shelters in 2022-23.
- Despite the many challenges associated with the economy including the cost of living crisis, 294 of our guests moved into housing this year.
- In the winter of 2022-23, a total of 293 individuals found a safe place to stay in our emergency winter night shelters.
- Behind each statistic are hundreds of individuals, each with a unique story. This year 157 of those we supported were refugees or asylum seekers. 22% suffered from mental health issues, and 18% from physical health issues.
- Guests experiencing multiple challenges such as a relationship breakdown, past trauma, alcohol dependency and debt found help to address these issues and become more stable and self-sufficient.



# Benefits and perks



26 days holiday per year, with an extra day each year of service to a maximum of 30 days, plus bank and public holidays



Contributory pension scheme



Employee Assistance Programme



Cycle to work scheme



Reflective practice: one-one coaching session/s with an external qualified practitioner



Enhanced sick pay from start of employment



Personal development training opportunities



Season Ticket Loan Scheme



MediCash health plan



# Our values



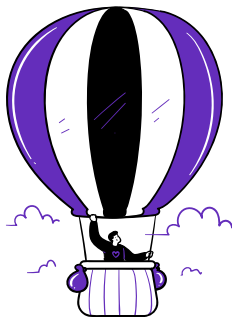
We are welcoming



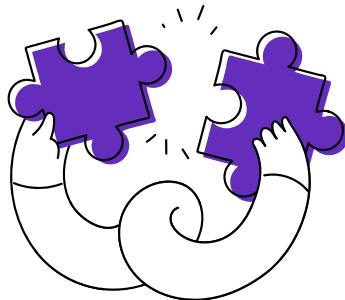
We are open to all, without prejudice



We are compassionate



We believe individuals can turn their lives around



We build trust



We are ambitious and bold, but we grow sustainably



We know we can have a bigger impact when we work together

# EDI (equality, diversity and inclusion)

We are committed to ensuring Glass Door continues to be an organisation where everyone, regardless of gender, sexuality, marital or civil partner status, race, nationality, religion or belief, pregnancy, disability or age can participate, excel and contribute to our work.

We foster a diverse and inclusive culture and welcome applicants from all backgrounds. We particularly welcome applications from people with lived experience of homelessness.

We ask candidates to complete this [Equality and Diversity Monitoring Form](#) and while it is voluntary, it would be helpful if you would do so as this will assist us in monitoring our reach within all our communities.

While we partner with some churches and church-owned properties to run our casework services, we are not a religious organisation. There is no requirement for our employees or volunteers to hold a faith or a belief.



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