

King's Lynn Night Shelter
Night Shelter Administrator
Job Description & Person Specification

Job title: Night Shelter Administrator
Responsible to: The King's Lynn Night Shelter Director
Hours: 20 hours per week, Monday-Friday 9am-1pm
Salary: £13.45 per hour

Fixed term contract 1st October 2026 – 30th June 2027.

Annual leave 28 days pro rata plus Public Holidays or days in lieu, to be taken by agreement.

Contract may be renewed subject to performance and availability of funding.

The King's Lynn Night Shelter is a Registered Charity established in 2017 by Churches Together in King's Lynn to provide safe and welcoming emergency shelter for people who would otherwise be sleeping on the streets or in unsafe accommodation, to work with them to address the factors which have contributed to their homelessness and to help them find a home of their own. We aim to take in all those who come to us, as long as it is safe to do so. We believe in providing a high quality and compassionate service to our homeless guests, some of whom are likely to have a range of support needs, such as alcohol dependency and mental health concerns.

Accommodation is provided for up to 9 guests, 24 hours a day, in single rooms at St John's House, Blackfriars Road and will reopen to our guests in early October. The shelter is staffed by a team of 16 staff led by the Night Shelter Director, supported by around 60 volunteers. In addition to our work caring for our resident guests we have a significant "doorstep ministry" in providing signposting, referrals and emergency items or food for others who are homeless or vulnerably or recently housed.

Purpose of post:

To provide administrative support to the Director and take responsibility for delegated administrative tasks to support the work of the Charity. We are looking for a reliable and responsible individual with a mature outlook who is willing to work on site at St John's House as part of our staff team building on the good practice and strengths of previous years to enable the Night Shelter to flourish.

Responsibilities:

1. Provide a consistent staff presence in the office Monday-Friday to respond to external queries and support the staff team on shift.

2. Maintain the Night Shelter's operational files including personnel, service users, premises management, and the daily log, and support the Director in ensuring that the Charity complies with current GDPR legislation.
3. Maintain accurate day to day records of all guests (residents) and visitors to the Night Shelter and the outcomes for our guests.
4. Ensure shift staff have sufficient copies of all essential documentation including log sheets, guest agreements and referral forms.
5. Work with the Director to recruit and coordinate volunteers, including obtaining references, consulting availability and scheduling rotas.
6. Maintain stocks of essential supplies including office and household equipment.
7. Keep the Night Shelter's website up to date.
8. Maintain the Night Shelter's fire safety and food hygiene records, and support the Director in ensuring the Charity is compliant with relevant current legislation.
9. Assist the Director in maintaining a safe and hygienic home for our guests.
10. Undertake any necessary training relevant to the posts including safeguarding training.
11. Maintain good, positive relationships with other staff, guests and volunteers and attend regular team meetings.
12. Comply with Night Shelter policies and procedures at all times including safeguarding.
13. Meet with the Director for supervision regularly.
14. Contribute to the end of season report.
15. Other reasonable activities as arranged by the Director to assist the King's Lynn Night Shelter.

Person Specification

The requirement is for:

One candidate to work part time, 9am-1pm Monday-Friday (20 hours total per week).

The role could potentially be combined with the post of Support Worker (early/late shifts) (15 hours per week, advertised separately) for the right candidate.

The role will begin on 1st October.

You will be based at St John's House, Blackfriars Road, King's Lynn PE30 1NT. The building is a 3-storey older property with no lift, and the office is on the second floor due to the need for a separate space from our residential guests.

You will receive supervision, support in your role and the opportunity to attend training sessions including safeguarding, food hygiene and other relevant training to be discussed with you.

The successful candidates will need to provide, in their application or at interview, evidence of the following:

Essential criteria

- An excellent standard of spoken and written English to represent the Charity in professional communications.
- Computer literacy including ability to complete tasks in MS Word and Excel, simple web editing, and IT housekeeping such as installing printers and managing email accounts.
- Ability to maintain a well-organised office environment (shared with the Director).
- Willingness to take responsibility for tasks and plan your week so that tasks are completed.
- Ability to work well unsupervised and as part of a team in an organisation where every working day is different and colleagues may be caring for guests in some distress.
- Ability to maintain confidentiality and integrity when working with sensitive personal data including information relating to safeguarding.
- A basic understanding of safeguarding of vulnerable adults.
- Good interpersonal skills, including:
 - Compassionate approach to people in difficult circumstances;
 - Ability to encourage and motivate volunteers.
- Understanding of resilience and the effects of stress, and willingness to share concerns.
- Ability to be punctual, reliable and flexible.
- Willingness to work sympathetically with a charity based on Christian foundations.
- Commitment to providing an excellent service at all times.

Desirable criteria

- Experience of working or volunteering in the charitable sector, or in an environment supporting vulnerable adults.

How to apply

All applicants should complete the Application Form available on the Night Shelter's website www.knightshelter.org.uk/work-with-us and send by email (preferred) to Lucy McKitterick (Director) at director@knightshelter.org.uk or post to St John's House, Blackfriars Road, King's Lynn PE30 1NT.

Please complete the whole form carefully. Incomplete applications and CVs will be discarded.

Closing date for applications is **9am on Tuesday 25th August**. Shortlisted candidates will be informed as soon as possible. Interviews will be held on the afternoon of **Thursday 3rd September**.

Employment is subject to the provision of adequate references (one of whom should be your current or most recent employer), completion of a Confidential Declaration Form and enhanced DBS.

The King's Lynn Night Shelter encourages applicants from all sections of the community, including candidates with previous lived experience of homelessness.

For safeguarding reasons all roles at the Night Shelter are open to over-18s only.

King's Lynn Night Shelter is a Real Living Wage Employer.