



FirmFoundation

Brigade House, Brigade Close, South Harrow, HA2 0LQ

T: 020 8426 5515

office@firmfoundation.org.uk www.firmfoundation.org.uk

**FirmFoundation
Winter Night Shelter 2026
1st of January – 31th of March**

Night Staff Job Description

The successful applicant for this role within FirmFoundation's Night Shelter will be reliable and demonstrate good leadership skills when interacting with guests. The applicant should display confident interpersonal skills and the ability to manage difficult situations. You will be expected to know and implement the Shelter policies and procedures and work as part of a wider team.

You will be supervising or providing sleepover on-call assistance overnight at the mixed male and female Winter Night Shelter. Providing up to 20 bed spaces.

Objective:

To provide a combination of overnight supervision for guests at FirmFoundation's Harrow Winter Night Shelter. These are the Waking Night shift, Assist & Sleepover shift, and Sleepover shift.

Responsible to:

Night Shelter Co-ordinator, who will also provide supervision.

Salary/Hours:

Waking Night shift: is £15.11 per hour.

Each shift is 11 hours work from 9pm to 8am.

You will be expected to work between two and five shifts a week.

Assist & Sleepover shift: £113.10 per shift. 6.30pm to 8am.

6.30pm – 10pm assisting the shift leader.

10pm – 6am sleepover.

6am to 8am assisting the shift leader.

An additional £15.11 per full or part hour should you be woken and required to support during the night.

Sleepover shift: £79.33 per shift 9pm to 8am.

9pm – 10pm assisting the shift leader.

10pm – 6am sleepover.

6am to 8am assisting the shift leader.

An additional £15.11 per full or part hour should you be woken and required to support during the night.



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Requirement:

FirmFoundation will apply for a DBS check. This should be within satisfactory parameters.

Duties:

Waking Night Shift:

Assume full responsibility for the shelter from 9pm to 8am. Meet with the Team Leader to discuss any issues that have arisen during the evening. You are welcome to come earlier and have the evening meal if you prefer.

Stay awake throughout the night and resolve any issues that may arise.

Overseeing the distribution in the evening and the packing away of all the beds and equipment.

Provide clear and accurate records of the night.

Writing regular shift reports using the In-Form client relationship platform.

Assist and on-call Sleepover Shift

Arrive at 6.30pm.

Assist the Shelter Co-ordinator / Team leader. Welcoming guest and volunteers

Assist the Waking Night Staff with clients and venue.

Your on-call hours will be from 10pm until 6am

To assist the Waking Night Staff from 6am until 8am.

On-call Sleepover Shift

Arrive at 9pm for a handover.

Assist the Waking Night Staff with clients and venue.

Your on-call hours will be from 10pm until 6am

To assist the Waking Night Staff from 6am until 8am.

Required duties for all roles:

Make sure the venue is left in good order, being organised inside and outside as agreed.

Maintain a safe and secure environment for staff, guests and volunteers.



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Be aware of guest's needs and wellbeing.

Ability to deal with possible difficult/challenging situations.

Undertake any other relevant duties as required.

Maintaining a friendly, supportive environment and cultivating positive relationships with guests, colleagues and volunteers.

Following best practice procedures for the security and safety of the guests and volunteers.

Carrying out regular checks around the Shelter, checking conditions of all areas. Adhering to FirmFoundation's operational and health & safety policies in all aspects of your work.

Maintaining clear lines of communication with your colleagues including the Night Shelter Coordinator.

Ensuring cleaning protocols are followed and implemented.

Undertaking any other duties to aid the good running of the project, as required by the Shelter Coordinator.

Setting up and help serve a simple breakfast for guests in the morning
Ensuring all guests are woken from 6.30am onwards and leave the building by 8am

Flexibility is required, as you will be working a shift rota that includes weekends and public holidays.

On occasions you will also be expected to attend training, team meetings and other activities as required.

General requirements:

To uphold the Christian values and ethos of the Charity.

To ensure the equal opportunities policy is implemented in all aspects of the work.