



JOB TITLE:	Sussex Nightstop Operations and Engagement Lead
RESPONSIBLE TO:	Sussex Nightstop Executive Director
SALARY:	£32,000, 6-month fixed term contract initially
HOURS OF WORK:	30-37 hours per week, flexibility required as role involves occasional evening and weekend work
LOCATION:	Working from home with some site based work across venues largely local to Brighton & Hove/Sussex within government guidelines
JOB ROLE:	To take the lead on all operational aspects relating to the delivery of a high-quality Sussex Nightstop service; working alongside the Director to support in shaping and developing services that meet the operating environment, with a specific lead on engagement and growing of our Nightstop volunteer base.

Main Responsibilities:

Oversight for the operations of Sussex Nightstop

- To manage and coordinate the delivery of a high-quality Sussex Nightstop placement service (the brokering of fully risk-assessed clients into the homes of fully trained and vetted volunteer Hosts) ensuring that all service aspects from a client and volunteer perspective happen to an exemplary standard
- To work with and provide line management to service coordinator team and provide delivery of client-facing and volunteer-facing services where coordinator cover required
- To update, develop and ensure implementation of operational policies and procedures necessary to maintaining a safe and quality-accredited service
- To update, develop and ensure implementation of all necessary service risk-assessments; ensuring that all organisational responsibilities and duties with respect to health & safety and safeguarding are met including working with the Director to ensure an effective On-call service is in place
- To hold start-finish over-sight for the coordination and (in collaboration with the Coordinator) delivery of a high-quality volunteering programme encompassing suitable activities to cover role development, volunteer recruitment, including volunteer home-

Written: 22.10.2020

assessments and training, deployment, support and recognition; working across the team as necessary and facilitating delivery where required

- To manage contracts with funding partners as necessary, ensuring service is meeting targets as detailed within contractual requirements

Developing services and engaging people to participate

- To ensure appropriate levels of referrals in to the project through the development and delivery of a strategic referral plan that, through utilising a partnership approach wherever appropriate, supports both an accessible and inclusive service
- To research, consult upon and network with adult and young people's services and others to develop the local Night Stop offer.
- To lead on the development and delivery of a volunteer strategy that plans for the recruitment, sustainment and diversification of the Nightstop volunteer base in line with future developments
- To facilitate and deliver upon a suitable programme of social media and profile-raising activity that supports volunteer engagement and support for Nightstop
- To project manage, including budgets, start-finish service developments based on identified need

Delivering the strategic plan

- To provide strategic development support to the Director, including taking a lead on shaping operational services to meet operational KPIs with communication and engagement with partners and development of delivery to suit changing needs
- To work with the Director to ensure the long-term sustainability of the organisation through supporting the implementation of Nightstop fundraising strategy

Monitoring and Evaluation

- To provide data analysis of Nightstop activities and with the Director take a key role in the development and implementation of a monitoring and evaluation framework across the organisation
- To embed effective service monitoring and evaluation activity throughout operational activity in accordance with organisational and funder requirements
- To share results and data on Nightstop with project stakeholders including Nightstop Board as required
- To keep service databases for hosts and service users up-to-date with service data and support others to do so as required

General Responsibilities

- To deputise for Director as required including liaising with Sussex Nightstop partners and attending stakeholder events as needed
- To work within the values and ethos of Sussex Nightstop including taking a preventative approach to homelessness and working within a preventive framework
- To attend team meetings, staff training and supervision including reflective practice
- To self-manage and work as part of a team
- To work within and actively promote equalities in accordance with Sussex Nightstop policies and procedures
- To carry out from time to time any other appropriate duties as directed by the line manager to support and promote the work of Sussex Nightstop, in accordance with the post holder's capabilities

PERSON SPECIFICATION – Operations and Engagement Lead

	Essential	Desirable
Experience		
Experience of operational management at senior level	✓	
Experience of supervision/managing paid staff	✓	
Experience of volunteer management at operational through to strategic level	✓	
Experience of writing and delivering training	✓	
Experience of all aspects of service development	✓	
Experience of working in partnership with a range of agencies	✓	
Experience of work in a housing/homelessness setting		✓
Experience of work in a voluntary organisation		✓
Skills & Abilities		
Ability to engage and communicate with a wide and varied stakeholder group through a variety of means	✓	
Ability to be pro-active and self-organise a full and varied workload	✓	
Work flexibly and be available for occasional early evening/weekend work	✓	
Ability to make clear and reasoned decisions	✓	
Ability to deal with difficult situations	✓	
Ability to competently and confidently utilise a range of ICT tools (including social media, web-based platforms, zoom) to communicate with a range of stakeholders and to support project delivery	✓	
Training and Education		
Knowledge		
Good knowledge of local homelessness support providers, accommodation pathways and homeless strategies		✓
Excellent understanding of safeguarding people at risk	✓	
General		
A commitment to the Aims and Purposes of Sussex Nightstop Plus	✓	