



**King's
Arms
Project**

Winter Nightshelter Daytime Operations Co-ordinator

The Kings Arms Project was started over 30 years ago as a response to seeing people sleeping rough on the streets of Bedford. Founded on the Biblical mandate for social justice, we have grown into a charity which works with the local community and National Government. We provide professional advice, innovative solutions, and person-centred care to those at risk of homelessness and social isolation.

Our Vision

Every person thriving in a place they call home, living a fulfilling life in community

Our Mission

To tackle homelessness, displacement and social isolation by:

- Providing opportunities for people to thrive and have a home
- Connecting people into meaningful communities.
- Demonstrating the love of Jesus
- Advocating for Justice

Our Values

Hope – We believe there is hope for everyone, always

Community – We all thrive when are connected in community

God is Good – We depend on God and His goodness for everything we do

Learning & Excellence – By seeking to learn, listen and grow we are better able to achieve excellence in all that we do

JOB DESCRIPTION

Hours: 30 hours per week, 9am–3pm Monday to Friday (Open to discussion regarding days)

Pay: £27,000 PRO RATA

Accountable to: Head of Outreach & Support Services

Holiday: To be discussed

Start date: November 10th 2025?

End date: March 13th, 2026

SUMMARY OF POST

*'I would be on the streets if this wasn't here. I've not been in this situation before. Everyone has been so helpful; the support is spot on. I have played games and people talk to me. People here try to help you feel the best you can out of a bad situation'. **John (winter night shelter guest)***

This is a fantastic opportunity to play a key role in supporting the running of the Winter Night Shelter (WNS). The WNS opened 2 years ago in response to the plight of rough sleepers on the streets in Bedford. Since then, we have supported over 200 individuals and provided well over 3000 bedspaces in the harshest months of the year. We open at 7.45pm for guests to come in for a hot home cooked meal, spend time with volunteers and each other playing games or chatting and then everyone in bed for 11pm. Up for breakfast at 7am and on their way by 8am with a packed lunch and any support in place they might need for the day.

The WNS is a warm, safe, clean environment with good food, good company, and this whole operation works because we have a brilliant volunteer team to work the morning and evening shifts and an outreach team who support guests during the day. That is where this role comes into its own. We need someone who can make sure by the time doors open at 7.45pm, everything is in place for the teams. It is a **daytime job** and will suit someone who is strong administratively, able to engage with and care for our outstanding volunteer workforce, as well carry a heart for the mission we are on to support the most vulnerable in our community during the winter months. This role is not primarily front facing with the guests although you may meet them during the day when they are in our building visiting other team members.

MAIN DUTIES AND RESPONSIBILITIES

- Sending text reminders and managing volunteers' availability for their shifts
- Managing the rota for morning and evening shifts (It will have already been designed)
- Following up on any issues for volunteers that arise during their shifts with phone calls/emails during the day
- Sending good news stories to volunteers
- Communicating the rota and any other important information to volunteers
- Food shopping for the night shelter daily supplies such as milk, bread, cereal, tea, coffee.
- Keeping in touch with meal makers, encouraging/thanking them and sorting out any logistics for food drop off.
- Laundry – checking on bed linen stocks and client laundry
- Client support items – stock taking, sorting, ensuring enough are available.
- Checking stock for WNS operational items such as PPE, first aid kits, cleaning products.
- Ensuring shift leaders have up to date knowledge about clients and volunteers in hand over document.
- Liaising with facilities team over building concerns
- Regular liaison with Head of Outreach for Line Management support and broader WNS concerns.
- On-going administrative support for the Nightshelter including signage, info on local services and guidance.
- Regular on-boarding of new volunteer sign-ups during the winter months

PERSONAL QUALITIES

This role is especially suited for someone who fits the following description:

Experience and knowledge of	Essential	Desirable
Experience of volunteer recruitment and management	✓	
Compassion and understanding for those experiencing disadvantage.	✓	
Experience of pastoral support, with ability to empathise with people, demonstrating care and compassion.	✓	
Skills:		
Excellent written and verbal communication, and an active listener.	✓	
Excellent Administrative skills	✓	

Confident in use of telephone and all Microsoft packages	✓	
Organised with excellent time management.	✓	
Ability to be proactive and practically resourceful.	✓	
Able to work in a team and lead a team.	✓	
Ability to work to a high standard with excellent attention to detail.		✓
Ability to adapt and multitask.	✓	
General		
Ability to manage own workload.	✓	
Ability to maintain a healthy work/life balance.	✓	
Ability to maintain professional boundaries and confidentiality.	✓	
Ability to work well with a diverse range of clients, professionals, volunteers and other agencies	✓	
Ability to build relationships with people from a variety of backgrounds based on a desire to serve others	✓	
Be committed to equality and diversity.	✓	
Maintain and observe Health and Safety and Safeguarding policies and procedures.	✓	
Maintain and observe GDPR guidance	✓	

This post would require the taking up of two references.

PERSONAL DEVELOPMENT

Supervision

Contact with Line Manager will be regular and as needed to give opportunity to talk through work related issues.

Training

There will be an initial induction including Level 2 Safeguarding Adults Training, along with other specific needs as they arise..

WHAT NEXT?

Should you wish to pursue this opportunity, please visit <https://kingsarmsproject.org/vacancies/> and complete the application form. You will then be contacted with the outcome of your application, and to schedule an interview should you be selected for the second stage of the application process.

Thank you for considering a job with King's Arms Project. We look forward to hearing from you!