



Information pack for the post of
Housing and Support Assistant Waking Nights x 2

Job reference number 1326

Closing date: Tuesday 20 October 2026 (noon)

Interview date: Tuesday 3 November 2026

Guidance on completing the application form.

Please ensure all sections of the application form are complete.

Before filling in your application form, please read the job description carefully. This outlines the duties to be performed, the person specification will outline the skills, abilities and qualifications required of the postholder. You will need to demonstrate that you meet the requirements of the job description, (or at least have the potential to do so), in order to be shortlisted for an interview.

Please note, when copying and pasting text into the online application form the formatting may change, so please check before submitting.

We understand that some applicants may use artificial intelligence (AI) tools to assist with preparing their applications. All submitted information, whether supported by AI or not, must accurately reflect the applicant's own skills, experience, and qualifications. Recruitment decisions will be based on how well applicants demonstrate these attributes during the interview and selection process.

Disclosure and Barring Service (DBS)

Some posts may be subject to a basic or an enhanced DBS check. This will be stated in the advertisement, Job Description or Person Specification. Further information about this check can be obtained from the following website:

www.gov.uk/disclosure-barring-service-check

Politically Restricted Post

Some posts may be politically restricted which means Under the Local Government and Housing Act 1989 some posts will be disqualified from being a Councillor, Member of Parliament or Member of the European Parliament. The regulations restrict you from undertaking:

- Candidature for election
- Holding office in a political party
- Canvassing at elections
- Speaking or writing publicly on matters of party political controversy.

Additional Clearance

Some posts may at any time be required to undertake additional clearance or checks.

These may be required in order to comply with a request from a Government body or as a result of a statutory requirement and may include some form of criminal record check.

Referees

References must cover the last 3 years together with a reasonable account of any significant periods (6 months or more) of time spent abroad.

Ensure that the names of referees that you supply relate to people who you know in a professional capacity. Ideally, at least one referee should be your current manager or college tutor. Previous managers or tutors can also be named, but where possible, you should avoid providing names of colleagues or friends as referees.

Your referees will be asked to supply information regarding your professional and technical ability, your character and personality, and your timekeeping and reliability. They will also be asked for information regarding your general health and absences on the grounds of sickness over the last two years.

Evidence of information provided in your application form

Successful candidates will be required to provide documentary evidence of the qualifications required to do the job. We reserve the right to verify any information given on the application form and failure to provide such evidence will result in the offer being withdrawn or in dismissal.

Equality and diversity

Spelthorne Borough Council is committed to equality of opportunity for all in relation to the services and functions it carries out and in the employment practices it follows. As a responsible employer, the Council will conduct its affairs in a manner which will not unlawfully and unjustifiably cause disadvantage to any employee or job applicant on the following grounds: age, disability, sex, gender reassignment, pregnancy and maternity, race, sexual orientation, religion or belief or marriage and civil partnership.

As users of the disability confident scheme, we guarantee to interview all disabled applicants who meet the minimum criteria for the vacancy.

Complaints about equality and race equality issues will be dealt with promptly and seriously. Please refer to our website for further information.

Eligibility to work in the UK

The Asylum and Immigration Act makes it a criminal offence for employers to recruit staff who are not entitled to work in the UK. Therefore any offer of employment will be subject to the provision of documentary evidence to demonstrate that the successful candidate is entitled to work in the UK.

What happens after I submit in my application?

The shortlisting panel will look at your application form after the closing date to see how well your skills, experience and knowledge meet the requirements of the job set out in the person specification. Candidates who are shortlisted for interview will be advised of the arrangements.

Telephone **01784 444263** or e-mail recruitment@spelthorne.gov.uk with any queries.

You are also able to apply online using www.surreyjobs.info

surreyjobs.info
A revolution for Public Sector jobs in Surrey
www.spelthorne.gov.uk





Advert

Housing and Support Assistant Waking Nights x 2 Salary £28,045 - £31,020 pa Hours 35 per week

Are you a caring, reliable individual who thrives in a role where you can make a real difference? We are seeking a dedicated Waking Night Housing and Support Assistant to help ensure the safety, wellbeing, and security of our residents throughout the night.

You will work at the White House, Kingston Road, Ashford within a small, committed team, providing cover from 9.45pm to 8.15am, on a pattern of 4 nights on, 4 nights off. The service operates 24 hours a day, 365 days per year.

In this important role, you will provide a reassuring presence, conduct regular welfare and health and safety checks while responding appropriately to residents' needs and any incidents that arise. You will play a key part in creating a safe and supportive environment, helping residents maintain their licences and promoting their wellbeing.

You will also undertake a range of landlord responsibilities on behalf of the Council, including reporting maintenance issues, carrying out property inspections and health and safety checks, and supporting tenancy sustainment. Working independently and as part of a wider team, you will ensure that residents receive high-quality support and that accommodation remains safe, secure, and well maintained.

This is an excellent opportunity for someone with a strong sense of responsibility, good communication skills, and a commitment to supporting vulnerable individuals.

In return, we can offer excellent conditions of service with a benefits' package that includes flexible working hours, pension scheme and at least 23 days' paid leave per year (pro rata for part time).

If you would like to discuss this role further, please contact Vicki Ellis, Residential Service Manager, v.ellis@spelthorne.gov.uk.

Please note as part of the employment checks this post will be subject to an enhanced Disclosure & Barring Service (DBS) check.

Spelthorne Borough Council use the Microsoft Authenticator app as a secure way of accessing our network. Successful candidates will be required to use their own mobile device to download and use Authenticator.

Local Government Reorganisation (LGR)

Spelthorne Borough Council is undergoing Local Government Reorganisation, moving from a two-tier system to two new unitary councils in April 2027. Please see more information here [Local government in Surrey is changing | Spelthorne Borough Council](#) and also [Future Surrey – Surrey LGR Hub](#)

Under Local Government Reorganisation, TUPE (Transfer of Undertakings Protection of Employment) consultation started on 28 September 2026 and will run until 20 November 2026.

Please note that the consultation covers all directly employed staff with a contract of employment on 1 April 2027 and if you are successful in your application, you will be notified how you can feed into the consultation process if applicable.

To apply for this role, you must be available to start in January 2027.

Thank you for your interest in our vacancy and we wish you well with your application.

Closing date: Tuesday 20 October 2026 (noon)

Interview date: Tuesday 3 November 2026

To apply please use the 'apply online' button.

CVs can only be accepted in support of a completed application form.

Unfortunately, we are unable to reply to all candidates. If we have not contacted, you within 3 weeks of the closing date then your application has been unsuccessful. All shortlisted applicants will be contacted via email after the closing date.

Working towards equal opportunities

Strictly No Agencies

Job Description

Date Prepared: August 2026

Post Title: Housing and Support Assistant - Waking Nights

Post Number: 4360 & 4368 Grade: 4

Service: Asset Management

Section Head: Group Head Assets

Report To: Supported Housing Manager/Deputy Supported Housing Manager

General Duties:

- To ensure the safety and wellbeing of residents at night.
- To carry out landlord duties on behalf of the Council, including reporting maintenance issues, health and safety checks of properties and residents, and tenancy support and sustainment.

General Responsibilities: Equal Opportunities:
The Council is committed to achieving equality of opportunity and expects all employees to implement and promote its policies in all areas of their work including attending training as appropriate.

Health and Safety:
The Council is committed to providing a healthy and safe working environment and expects all employees to implement and promote policies in all areas of their work including attending training as appropriate.

GDPR:
The council is committed to the principle of confidentiality and the requirements of the Data Protection Act and expects all employees to implement and promote its policies in all areas of their work including attending training as appropriate

Particular Duties and responsibilities:

1. To ensure residents are adhering to the terms of their licence, that they understand their obligations, maintain the condition of their room/flat, and follow the house rules. To address tenancy issues which may arise and escalate this to the management team where appropriate.
2. To communicate effectively with residents, colleagues and stakeholders, as part of a small team, to ensure a consistently high level of support is offered to residents. To

develop and maintain effective relationships with services across the Council and with external agencies.

3. To monitor the security, health and safety of the buildings, and to ensure any issues are reported and recorded immediately. To facilitate access for contractors where necessary. To carry out property checks, nightly building checks, void inspections, and void/room preparation.
4. To address any anti-social behaviour, or incidents, and respond appropriately to reduce the impact on others, and prevent escalation.
5. To ensure risks are managed appropriately and risk assessments are adhered to. To inform management and colleagues of any new concerns or risks that are identified.
6. To be proactive in the management of safeguarding concerns, ensuring action is taken to protect resident from all forms of abuse. To carry out welfare checks where necessary and escalate any concerns to emergency services and management.
7. To keep clear and concise records regarding resident's support, and housing management, ensuring these are completed in a timely manner. Paying attention to confidentiality and GDPR policies.
8. To promote resident involvement, obtaining regular feedback to shape the service and improve customer satisfaction whilst providing the highest standards of service delivery.
9. To keep up to date with training offered and continue to develop skills and knowledge required to provide effective support and housing management services.
10. To induct those who are placed at the accommodation under the Severe Weather Emergency Protocol (SWEP). Ensuring they are aware of their obligations and appropriate paperwork is completed.
11. This job description is not intended to be an exhaustive list of activities but rather an outline of the main areas of responsibility
12. Carry out such other duties as may be required by your Group Head/Deputy Chief Executive appropriate to your skills and to a level of responsibility not exceeding the grade on which you are appointed. In accordance with the Equality Act any reasonable adjustments will be made to overcome any factor which puts a disabled employee or applicant at a disadvantage

Person Specification

Post: Housing and Support Assistant Waking Nights Post number: (4360 & 4368)

Key job requirements		Desirable/ essential	Testing mechanism
1. Skills			
	Previous experience of providing housing related support.	Desirable	Application/ Interview
	Proactively resolve issues to minimise risk.	Essential	Application/ Interview
	Team player with a commitment to teamwork.	Essential	Application/ Interview
	Good ICT skills, particularly with Microsoft Office applications.	Essential	Application/ Interview
	Quickly achieve trust and successfully build effective professional relationships.	Essential	Application/ Interview
	Good administrative skills	Essential	Application/ Interview
	Excellent communication skills, both written and oral.	Essential	Application/ Interview
2. Experience			
	Recent/current experience of working in a housing and support environment, or similar role.	Essential	Application/ Interview
	Ability to deal confidently with challenging and difficult situations.	Essential	Application/ Interview
3. Knowledge			
	An understanding and ability of how to risk assess and report any safeguarding issues or concerns.	Essential	Application/ Interview
	A working knowledge of Landlord and Tenant law.	Desirable	Application/ Interview

Post: Housing and Support Assistant Waking Nights Post number: (4360 & 4368)

Key job requirements		Desirable/ essential	Testing mechanism
4. Qualifications			
GSCE Maths and English or Equivalent		Essential	Application
A relevant CIH Qualification		Desirable	Application
Valid driving licence and access to a car for business use.		Desirable	Application
5. Personal Qualities			
Determination - adapt to successfully deal with a variety of situations and handle interpersonal relationships effectively		Essential	Application/ Interview
Self-motivated – able to reflect on own practice and use criticism in a positive way		Essential	Application/ Interview
Problem solving skills - Can confidently take control of situations, anticipate potential problems and take effective pre-emptive action		Essential	Application/ Interview