

JOB PACK

NIGHT SERVICES TEAM LEADER

Creating homes.
Building lives.



Jigsaw



ABOUT US

We are one of the largest housing groups in England with more than 37,500 homes across the North West and East Midlands. Jigsaw Homes Group creates new and exciting opportunities for tenants and customers.

We provide quality, low-cost housing and play a wider role in making sure our residents thrive in their homes and benefit from living in healthy, sustainable communities.

We are well placed to respond to challenges including welfare reform, poverty and social exclusion and are committed to tackling the housing crisis and homelessness by building more affordable homes for people to rent and buy.

As a sector leader, we will also innovate and inspire, driving technology and efficiency through new products and services. We strive to be a top housing provider and an employer of choice. We look forward to working with you.

JOB DETAILS

Holidays:	24 working days per annum plus 3 days for Christmas closure (based on a 5-day working week) plus bank holidays, plus additional days after 2 years continuous service to a maximum of 5 days.
Pension:	The Group belongs to the Social Housing Pension Scheme to which the successful candidate would be entitled to join. This is an Employer and Employee contribution scheme.
Jigsaw benefits:	In return Jigsaw Homes Group offer occupational sick pay, on-site gyms, access to the Social Housing Pension Scheme, BHSF membership, enhanced maternity/paternity leave and training/development opportunities.

Probation period and references:	Please note that any offer made by the Group and subsequent employment is subject to a four-month probationary period and to the Group receiving two satisfactory references, one of whom should be your current or most recent employer.
Mandatory Training:	You will be required to complete mandatory training for your role. This training may take place at any one of our main offices in Ashton-Under-Lyne, Leigh, Miles Platting or Nottingham.
Eligibility to work in the UK:	Successful applicants for posts within the Group are responsible for producing proof of entitlement to work in the UK before employment can commence.
Disclosure barring checks & Medical Clearance:	In addition, any offer is also subject to receipt of an Enhanced Disclosure from the Disclosure Barring Service confirming suitability & medical clearance from our Occupational Health Provider before appointment. Visit www.jigsawhomes.org.uk/dbs to view the Group's DBS policy statement. Further information about the disclosure can also be found at www.homeoffice.gov.uk/dbs
Diversity:	Jigsaw believes diversity means acceptance and respect for everyone because we appreciate the significant value that individuality can bring. All employment decisions are therefore based on business needs, job requirements and individual qualifications to help create a safe and positive environment for all.

JOB DESCRIPTION

OVERVIEW

At Jigsaw Support our focus is on helping people to live happy, healthy lives in a safe home, and supporting our most vulnerable individuals is our top priority.

Working within the Jigsaw Support Team you will be part of an innovative, forward-thinking team that encourages success.

We are passionate about improving the quality of lives of our customers by supporting them to achieve their goals and independence.

With more than 160 colleagues from offices in Ashton under Lyne, Leigh and in our supported accommodation projects across the North West, we support over 6,000 people annually through the contracts we manage.

Role Summary

As Night Services Team Leader, you will provide effective leadership and oversight of night-time operations across Jigsaw Support's supported housing services across Greater Manchester, ensuring the safety, wellbeing, and security of both residents and staff.

You will support consistent, high-quality service delivery across multiple schemes, ensuring adherence to organisational policies, safeguarding standards, and regulatory expectations. You will ensure that services delivered 'out of hours' by Jigsaw Support are appropriately resourced through the deployment and coordination of night staff and/or security across our schemes.

You will ensure all sites are staffed in line with contractual requirements, and that buildings and occupants are safe and secure.

You will supervise and support night staff, including bank/casual and agency workers, and when appropriate liaise with our security contractor to provide clear direction and ensure effective coordination between sites and oversee health & safety compliance across sites.

Responsible To - Operations Manager / Head of Jigsaw Support

Responsible For - Night Staff

MAIN TASKS OR ACTIVITIES

1. Coordinate the supported housing night staff provision across multiple schemes.
2. Provide clear direction and allocation of all tasks ensuring effective coordination between sites.
3. Respond to and report all incidents, hazards and safeguarding concerns ensuring appropriate escalation where required.
4. Act as a key point of contact for all night staff across services.
5. Ensure effective communication, recording and handover between night and day teams.
6. Liaise with external agencies where required (e.g., emergency services, out-of-hours support).
7. Support staff to manage risks associated with residents, including mental health, substance use, and complex needs.

8. Supervise and support night staff across Jigsaw Support's services, including bank and agency workers.
9. Co-ordinate the use of security contractors when necessary.
10. Carry out monthly supervision, provide coaching, and guidance to all staff monitoring staff performance, managing workloads, and maintaining service standards.
11. Ensure all buildings are secure and routine safety checks (e.g., fire, environmental risks) are completed. Promote a safe and well-maintained environment.
12. Respond to alarms, emergencies, and out-of-hours issues across services.
13. Follow all Group policies and procedures in accordance with the role and attend mandatory training when requested to ensure compliance with the Group policies and procedures.
14. Ensure you work in accordance with the Equality Act 2010 and the Equality, Diversity & Inclusion Policy at all times.
15. Carry out any duty which may be, from time to time, requested by the Chief Executive, Deputy Chief Executive or Group Directors, commensurate with the position.

Candidate Requirements

Candidate Requirements:

- Experience of supervising or leading staff across teams or services.
- Strong understanding of safeguarding, risk management, and trauma-informed practice.
- Experience in mental health, substance misuse, and/or complex needs services.
- Knowledge of supported housing regulations and best practice.
- Ability to coordinate and oversee multiple services or workstreams simultaneously.
- Confident decision-making skills, particularly in out-of-hours situations.
- Willingness to work flexibly to meet the needs of the service.
- Able to work unsociable hours including weekends and bank holidays.
- Competent IT skills and experience using case management systems.
- Full, valid UK driving license with access to a vehicle for business use and willingness to travel across schemes/services where required.

JIGSAW VALUES

As a sector leader, Jigsaw will innovate and inspire, driving technology and efficiency through new products and services.

It strives to be a top housing provider and an employer of choice and this is where we need innovative, forward thinking, diverse and vibrant individuals to join us and help us succeed even further.

Our company values reflect the individuals we want to lead us into the brightest future possible for Jigsaw Homes Group.



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