



QUEENS HALL ACTION ON POVERTY

JOB DESCRIPTION

Job Title: Roaming Night Wellbeing & Safeguarding Officer (SIA Licenced)

We are recruiting two Roaming Night Wellbeing & Safeguarding Officers to provide a visible, professional security presence across The Brick's accommodation services in Wigan Borough.

Working 7pm–7am on a rota basis, you will carry out mobile patrols across multiple sites, ensure buildings are secure, monitor CCTV, respond to incidents and support the safety and wellbeing of vulnerable residents overnight. This is a frontline roaming security role within a supported accommodation setting, requiring calm judgement, strong boundaries and excellent incident reporting.

You must hold a valid SIA Security Guarding licence, have a full UK driving licence and access to a vehicle, and be confident working alone at night. Experience in security, supported housing or similar environments is essential. In return, we offer £14.64 per hour (including night enhancement), paid mileage, and the opportunity to work in a role that genuinely makes a difference.

No of Posts: 2

Salary: £14.64 per hour (including night working enhancement)

Status: Full Time, Substantive

Hours: 7:00pm – 7:00am (12-hour night shifts on a rota basis including weekends and bank holidays)

Holidays: 28 days including Bank Holidays per annum. As our accommodation services operate 24/7, Bank Holidays are treated as normal working days, and you will be expected to work them where they fall within your rota.

Based at: The Brick Accommodation Sites (Wigan Borough)

Responsible to: Service Manager

Accountable to: Queen's Hall Action on Poverty Trustees

SUMMARY

The Brick is an ambitious charity with big aspirations for people in need within our community. We provide RELIEF, RESTORATION and REFORMATION by offering tailored support, hope and opportunity to those looking to improve their quality of life.

Our core work is in homelessness. We deliver emergency and supported accommodation, street outreach and prevention programmes across Wigan Borough.

The Roaming Night Wellbeing & Safeguarding Officer plays a vital role in ensuring our accommodation services remain safe, secure and professionally managed outside of standard working hours. This role provides a calm, visible and accountable presence across our sites during the night, helping to protect vulnerable residents while upholding high standards of safeguarding, compliance and dignity.

This is a frontline safeguarding position within a trauma-informed environment. You must have a clean driving license and access to a vehicle. All motor expenses will be reimbursed.

JOB PURPOSE

To maintain safe, secure and well-managed accommodation environments across The Brick's sites during night-time hours.

The postholder will conduct structured patrols, respond to incidents, monitor site safety, identify safeguarding concerns and ensure that all actions are compliant with organisational policies, health and safety standards and safeguarding procedures.

KEY DUTIES AND ACCOUNTABILITIES

Site Safety & Compliance

- Conduct regular internal and external patrols across accommodation sites throughout each shift.
- Ensure buildings are secure and access is controlled appropriately.
- Complete scheduled safety checks including fire safety, welfare checks and environmental inspections.
- Monitor CCTV systems (where applicable) in line with policy and GDPR requirements.
- Maintain clear audit trails of incidents, patrols and actions taken.
- Ensure night operations meet the same professional standards as daytime services.

Safeguarding & Risk Management

- Actively identify and respond to safeguarding concerns involving vulnerable adults.
- Take immediate and proportionate action where risk of harm is identified.

- Follow The Brick's safeguarding procedures and Wigan tier reporting system.
- Complete accurate incident and safeguarding reports before the end of each shift.
- Support residents experiencing crisis in a calm and boundaried manner.

Incident Management

- Respond to anti-social behaviour or breaches of house agreements in a fair and proportionate manner.
- De-escalate conflict using appropriate techniques.
- Liaise with emergency services when required.
- Provide clear written and verbal handovers to day staff.
- Ensure all data is recorded and stored in accordance with GDPR.

PERSON SPECIFICATION

Essential

- Valid SIA License (Security Guarding).
- Experience working in security, supported housing or a similar regulated environment.
- Understanding of safeguarding responsibilities and professional boundaries.
- Ability to manage conflict calmly and professionally.
- Experience completing detailed incident reports.
- Ability to work independently and undertake regular patrols.
- Commitment to trauma-informed and dignity-led practice.
- Willingness to work 7pm–7am on a rota basis.
- Full UK driving license.

Desirable

- First Aid qualification.
- Conflict management or de-escalation training.
- Experience in homelessness or supported accommodation settings.

SAFEGUARDING

The Brick is committed to safeguarding children and vulnerable adults. The successful applicant will be required to undertake appropriate background checks.

DIVERSITY

The Brick is committed to promoting a diverse and inclusive workplace. We actively welcome applications from individuals with lived experience of homelessness or disadvantage.

To Apply: Please upload an application outlining why you would be an asset to our charity using this link: <https://hr.breathehr.com/recruitment/vacancies/45356>

Please apply early as we reserve the right to close applications as soon as sufficient applicants have been received

Closing Date: 3rd April 2026 5pm

Interviews: Will be scheduled as and when applications are received.

PARTNERSHIP WORKING

The Brick is committed to delivering Wigan Council's Progress with Unity approach and as such we are asking for applicants who are committed to delivering:

- **Create fair opportunities for all children, families, residents and businesses**
"Together, we will break down the barriers that create financial, health, education and environmental inequalities in our borough."
- **Make all our towns and neighbourhoods flourish for those who live and work in them**
"Together, in genuine partnership with our residents and businesses, who know our communities best, we will help each town and neighbourhood in the borough to celebrate and maintain their identity whilst understanding and helping to achieve what is needed to thrive."

OTHER

Health and Safety

In line with Health and Safety and Lone Working Policies, take reasonable care of personal health and safety and the health and safety of colleagues, mentors and service users and other persons who may be affected by acts and omissions.

Reporting any incidents and Safeguarding concerns in a timely and effective manner following the Wigan tier report system.

Diversity

Understand and implement The Brick's Equality and Diversity Policy

Out of Hours

You will be expected to undertake work on weekends and evenings.

Be willing to undertake and assist in fundraising activities which may occur out of hours.

Promoting fundraising for the Charity

To promote good communication within The Brick and the Charity as a whole.

To ensure good time management

Queen's Hall Action on Poverty are committed to the safeguarding and protection of all young people and adults, In line with our Safeguarding policies. We will carefully select, train and support all those with any responsibility within the Charity, in accordance with our rigorous recruitment and selection policies.

The Brick is committed to promoting a diverse and inclusive workplace, which attracts all candidates and signals our commitment to celebrate and promote diversity. This includes not discriminating under the Equality Act 2010 and building an accurate picture of the make-up of our workforce.

We offer a range of family friendly, inclusive employment policies, flexible working arrangements and support staff from different backgrounds.