



RECRUITMENT INFORMATION PACK & JOB SPECIFICATION

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Welcome

Thank you for your interest in joining Accommodation Concern. This pack introduces who we are, what we offer as an employer and the different areas of our work.

Our services are person-centred, practical and rooted in the belief that prompt, accurate advice and support can prevent crises, reduce homelessness and help people build a better tomorrow.

About Accommodation Concern

Accommodation Concern is an independent charity based in Kettering, working to prevent and relieve homelessness and poverty across Northamptonshire.

We provide free advice, support and housing services for adults aged 18 and over. Our work includes housing, debt and welfare benefits advice, supported accommodation, tenancy support, employability support and community-based outreach.

Across all areas of our work, we focus on early help, practical intervention and long-term resilience. We aim to help people understand their options, stabilise their situation and move towards greater independence.

The Scale of our Impact

£7.06m+ financial gains achieved for clients across 4,696 cases in 2025	1,046 clients supported with food parcels, charity applications and grants in 2025
£2.17m+ unmanageable debt written off, including Debt Relief Orders in 2025	92 spaces supported accommodation units providing safety and stability

Our Services

Advice Services

Our Advice Services provide free, impartial and practical advice to adults across Northamptonshire. The team supports people with housing, homelessness, debt, welfare benefits, income maximisation and first-contact triage.

- Advice is delivered through appointments, telephone support, home visits, outreach, community venues and partner referrals.
- The focus is on preventing crisis, improving financial stability and helping clients understand their rights and options.
- Roles in this area suit people who are organised, calm under pressure and committed to high-quality advice and accurate case recording.

Employability Support

Employability Support builds on our advice work by helping people who are interested in employment but need additional support before, during or after moving towards work.

- The model includes assessment, support planning, confidence-building, career identity work, job-search preparation, employer liaison and in-work support.
- Support is highly person-centred and responsive to mental health, anxiety, confidence, financial, housing or practical barriers.
- Tools such as the Progress Wheel and Employability Passport help structure support and evidence progress.

Tenancy Support and Supported Accommodation

Our Tenancy Support and Supported Accommodation services help people maintain safe, stable accommodation and build the confidence and skills needed to live more independently.

- Support may include tenancy responsibilities, rent accounts, appointments, repairs, neighbour relationships, safety, wellbeing and links into other services.
- The work is relationship-based and often involves people with complex needs or previous experiences of homelessness.
- Roles in this area suit people who are practical, resilient, boundaried and able to work flexibly in community and accommodation settings.

A Day in the Life of an Advisor in the Advice Team

9:00am – Arrive bright and early

The day starts with arriving at 9am, getting settled and checking the calendar to see what appointments are lined up for the day.

9:15am – Get organised

If there are any face-to-face clients, make sure the meeting room is booked and ready to go. Then it's time to prepare for the day ahead.

Throughout the day – Client appointments

Complete appointments with clients, providing advice and support based on their individual needs. No two clients are the same, which means no day is ever the same in Advice!

The unexpected

Deal with those unexpected emergencies at the door. You never quite know what might walk through the door or what someone might need help with!

The important question...

Ask everyone, "What have you got for lunch today?" — approximately five times before 12pm. It's basically part of the job description!

Back to appointments

Continue meeting with clients, answering questions, providing advice and helping people with whatever they need.

Emails, emails and more emails

Find some time to catch up on emails, respond to queries and make sure nothing has been missed during the busy day.

5:00pm – Time to go home!

After a busy day of appointments, unexpected visitors, emails and approximately five lunch-related conversations, it's finally time to pack up and head home.

And that's a typical day in the Advice Team — although, as we always say, no two days are ever the same!

A Day in the Life of an Employability Coach

9:00am – Coffee o'clock

Because no good day starts without coffee. And frankly, no good *conversation* starts before it either.

9:30am – Calendar roulette

Check the calendar and immediately panic about the meeting you forgot existed.

“Oh... that’s today?”

Quickly regain composure. You’re a professional. Probably.

10:30am – Client time

Meet a wonderful client and remember exactly why you love what you do. Conversations, support, encouragement and hopefully a few lightbulb moments along the way.

11:30am – ADMIN ALERT

Time to document all the amazing things you’ve just done.

Because if it’s not written in the reporting system... did it even happen?

12:30pm – GRUB TIME

Because nobody likes a hangry Employability Advisor.

Refuel, recharge and pretend you won’t be thinking about the afternoon admin.

1:00pm – Client number two

Another fabulous client, another opportunity to make a difference.

Coffee levels: still acceptable. Optimism levels: high.

2:00pm – More ADMIN

The reporting system calls once again.

Thankfully, there’s coffee. And, if you’re lucky, a sneaky biscuit for emotional support.

3:00pm – Client number three

Another brilliant client and another reminder that every day is different.

Three clients in and you’re still going strong. Gold star!!

4:00pm – FINAL ADMIN BOSS BATTLE

The final type-up. The last updates. The final clicks of the keyboard.

HOORAH! You have survived another day — only *slightly* over-caffeinated.

5:00pm – FREEDOM!

Laptop closed. Coat on. Home time.

Tomorrow, we do it all again... probably after coffee.

A Day in the Life of a Tenancy Support Worker

No two days in Tenancy Support are exactly the same. You may begin with a carefully organised diary, a clear list of priorities and a freshly made cuppa. By mid-morning, at least two of those things may have changed—and the cuppa will probably be cold.

Starting the day

After the essential first task of putting the kettle on, you might begin with a one-to-one key-work session. Using tools such as the Progress Wheel, you will help a resident explore their wellbeing, recognise their progress and agree their next steps.

You could then support someone to understand their benefits, prepare a budget or learn more about their responsibilities as a resident and future tenant. This will usually involve encouragement, practical advice and occasionally explaining that ignoring a letter does not, unfortunately, make it disappear.

Welcoming and supporting residents

Your next task might be helping a new resident move into supported accommodation. You will complete the necessary paperwork, explain the licence agreement and house rules, and help them feel welcomed and settled.

You may also support residents to attend healthcare appointments, access community services or contact specialist organisations. The aim is not to do everything for someone, but to help them build the confidence and skills to do more for themselves, even when doing it for them would be much quicker.

When the day changes direction

Just as you return to your original plan, something unexpected may need your attention. You could be updating a risk assessment, responding to a safeguarding concern, liaising with an external agency or helping to resolve a disagreement within a property.

You will need to remain calm, professional and firm but fair, while maintaining clear boundaries and remembering where you left that cup of tea.

Building independence

Throughout the day, you will encourage residents to manage responsibilities such as paying weekly personal charges, setting up direct debits and looking after their accommodation. You might help someone complete a grant application, overcome a practical barrier or take an important step towards moving into independent accommodation.

There will also be case notes to update, emails to answer and actions to follow through, because, despite repeated testing, case records still refuse to write themselves.

By the end of the day, your plans may have changed several times, and your original cuppa may remain unfinished, but you will know that you have helped someone feel safer, overcome a barrier or move one step closer to independence.

What we Offer as an Employer

Induction and Support

We want every new colleague to feel welcomed, informed and properly prepared for their role. New employees receive a structured induction covering Accommodation Concern, our services, policies, systems, safeguarding responsibilities and the knowledge needed for their particular role.

Induction may include shadowing experienced colleagues, observing different services, completing essential training and gradually taking on responsibilities as knowledge and confidence develop.

Regular Supervision

All employees receive regular supervision with their line manager. This provides protected time to discuss workload, priorities, performance, development and any support that may be needed.

Because some of our work can be emotionally demanding, we also encourage open conversations about wellbeing. Reflective practice, wellbeing support and clinical supervision may be available depending on the nature of the role and the employee's needs.

Training

Training begins during induction and continues throughout employment. Depending on the role, this may include safeguarding, trauma-informed practice, professional boundaries, health and safety, housing and homelessness, welfare benefits, debt, employability practice, case management and the use of relevant systems.

We use a combination of internal learning, external courses, shadowing, practical experience and knowledge sharing between colleagues.

Professional Development

We want colleagues to continue learning and developing during their time with us.

Development may include specialist training, relevant qualifications, opportunities to take on additional responsibilities and support to progress into specialist, management or leadership roles.

There is no single route through Accommodation Concern. We value transferable skills, lived experience and the potential to grow, alongside the qualifications and experience required for particular roles.

Our colleagues have progressed between services, undertaken specialist training and developed into management and leadership roles. Whether someone joins us with extensive experience or the potential to grow into a role, we want learning and development to lead somewhere.

We offer:

- Fair pay, real living wage accredited, with roles aligned to our pay structure and a clear commitment to valuing frontline delivery.
- Generous leave and pension, including annual leave plus statutory bank holidays and a 3% employer pension contribution.
- A supportive working culture, with approachable managers, regular supervision and a strong team ethos.
- Professional development, including induction, role-specific training and opportunities to develop skills across advice, support and employability practice.
- Meaningful work, supporting people through some of the most difficult points in their lives and helping them move towards stability and independence.

An Inclusive and Supportive Place to Work

We want Accommodation Concern to be a workplace where people feel respected, supported and able to contribute their skills, experience and ideas. We welcome different backgrounds, perspectives, routes into work and lived experience, alongside the professional standards needed to deliver safe and effective services.

Disability and Neuroinclusion

Accommodation Concern is a Disability Confident Committed Employer. We welcome applications from disabled and neurodivergent people and are committed to removing unnecessary barriers from our recruitment process and working environment.



We welcome conversations about reasonable adjustments and will consider what support can be put in place at every stage of recruitment and throughout employment. Applicants do not need to wait until interview to tell us about an adjustment that would help them participate fully.

Award-winning workplace wellbeing

In 2026, Accommodation Concern won the Workplace Wellbeing Award at the Northamptonshire Chamber of Commerce Business Awards.



Supporting people through homelessness, poverty and crisis can carry an emotional weight. We therefore take colleague wellbeing seriously through approachable management, regular supervision, reflective practice, open conversations about wellbeing and access to our confidential Employee Assistance Programme.

Northamptonshire Women's Charter

Accommodation Concern is proud to be a signatory to the Northamptonshire Women's Charter, supporting safer, fairer and more inclusive workplaces and communities for women and girls.



We are committed to promoting a respectful culture, challenging harmful attitudes and behaviour, and taking reports or disclosures of harassment, violence or intimidation seriously.

Fair pay

As an accredited Real Living Wage Employer, we believe that people doing important work should receive fair pay for it. Our roles are aligned to our organisational pay structure, reflecting our commitment to valuing both frontline delivery and the colleagues who make our services possible.



The Recruitment Process

We want our recruitment process to be clear, fair and accessible.

1. Submit your application

Vacancies are advertised on our website with information about the role, the essential requirements and how to apply. Applications should demonstrate how your skills, experience and approach meet the requirements of the position.

2. Shortlisting

Applications are assessed against the criteria set out in the job description and person specification. Decisions are based on the information provided in the application, so candidates should include relevant examples wherever possible.

3. Invitation to interview

Shortlisted candidates will receive information about the interview arrangements and any preparation required. Some roles may include a presentation, written exercise or practical task where this is relevant to the work.

Candidates are encouraged to tell us about any reasonable adjustments that would help them participate fully in the recruitment process.

4. Interview

The interview provides an opportunity for us to learn more about the candidate's skills, experience, values and approach. It is also an opportunity for candidates to ask questions and decide whether Accommodation Concern is the right organisation for them.

5. Conditional offer and pre-employment checks

The successful candidate will receive a conditional offer, subject to the pre-employment checks appropriate to the role. These may include references, evidence of the right to work in the UK, verification of relevant qualifications and an appropriate Disclosure and Barring Service check.

6. Welcome and induction

Once the required checks have been completed, we will confirm the appointment and provide information about the employee's first day and induction.

Safeguarding and Safer Recruitment

Accommodation Concern is committed to safeguarding and promoting the welfare of the people who use our services, our employees, volunteers and everyone who comes into contact with our work.

Safeguarding is everyone's responsibility. All employees are expected to recognise and respond appropriately to concerns, maintain professional boundaries, follow our safeguarding procedures and contribute to a culture in which concerns can be raised and addressed.

We apply safer recruitment principles throughout our recruitment process. Depending on the requirements of the role, this may include:

- Exploring employment history and any relevant gaps
- Obtaining satisfactory employment references
- Checking identity and the right to work in the UK
- Verifying qualifications or professional registrations where required

- Asking safeguarding and values-based questions during interview
- Completing the appropriate level of Disclosure and Barring Service check
- Providing safeguarding training as part of induction

The level of DBS check will be determined by the activities and responsibilities of the individual role. A criminal record will not necessarily prevent someone from working for Accommodation Concern. Any information disclosed will be considered fairly, confidentially and in relation to the requirements and safeguarding risks of the position.

Who we are Looking For

We are interested in people, not perfect CVs. We welcome different routes, backgrounds, lived experience and transferable skills. We look for people who treat others with dignity, remain calm when situations become difficult, take responsibility and care about doing useful work to a proper standard.

Person-centred and empathetic Able to build trust, listen carefully and support people at a pace that works for them.	Resilient and adaptable Comfortable working with changing priorities, complex circumstances and outreach settings.
Rigorous and detail-oriented Able to maintain accurate records, meet quality standards and follow procedures.	Highly collaborative Able to work well with colleagues, partners, funders and community services.

Find Out More and Apply

All of our current vacancies, job descriptions and application information can be found at: www.accommodationconcern.co.uk/work-with-us/careers/

If you need the recruitment information in an alternative format, require a reasonable adjustment or would like to ask a question about a vacancy, please contact HR@a-c.org.uk.

Facilities Manager

Job Description

Post title	Facilities Manager
Pension	3% Employer Contribution
Hours of work	37.5 hours per week
Salary	£32,000 - £36,000 per annum, depending on relevant experience, qualifications and demonstrated competence
Holiday entitlement	25 days annual leave plus statutory bank holidays
Based at	Multiple Accommodation Concern offices and supported accommodation properties across North Northamptonshire
Accountable to	Executive Director
Direct reports	Maintenance and Facilities Lead

Purpose of the Job

The Facilities Manager will lead the effective management, maintenance, safety and compliance of Accommodation Concern's offices, supported accommodation properties, external areas and associated assets.

This is a hands-on management role. Alongside providing overall leadership and assurance for the maintenance function, the postholder will personally undertake routine maintenance, repairs, inspections and practical works within their competence and authorisation. They will ensure that planned and reactive work is recorded, progressed and completed to the required standard, while coordinating competent contractors where specialist work is required.

The postholder will line manage the Maintenance and Facilities Lead, who will oversee the day-to-day maintenance workflow, manage their own practical workload and line manage the Maintenance Apprentice. The Facilities Manager will retain overall accountability for the performance, capacity, compliance and continuous improvement of the maintenance and facilities function.

Main Responsibilities

- Provide overall leadership and oversight of the maintenance and facilities function, ensuring that it operates effectively and meets the needs of Accommodation Concern's offices and supported accommodation properties.
- Line manage and support the Maintenance and Facilities Lead, setting clear objectives and monitoring performance, wellbeing and development through the organisation's supervision and performance review arrangements.
- Maintain oversight of planned and reactive maintenance activity, ensuring that jobs are appropriately recorded, progressed and completed within reasonable timescales and to the required standard.
- Monitor outstanding work, recurring issues, service standards and capacity, intervening where delays, risks or performance concerns are identified.
- Ensure that the maintenance function has appropriate staffing, systems, tools, equipment, materials and contractor support.

- Personally undertake a broad range of routine planned and reactive maintenance, repairs, inspections and property-preparation tasks within the postholder's competence and authorisation.
- Recognise the limits of personal and team competence and arrange suitably qualified contractors where specialist knowledge, certification or authorisation is required.
- Oversee the presentation, condition, security and upkeep of properties, offices, communal spaces, gardens and external areas.
- Develop, implement and monitor an annual planned preventative maintenance programme across all sites.
- Maintain accurate property, equipment and asset records, including maintenance histories, certificates, inspection records and servicing schedules.
- Act as the organisation's lead operational contact for health and safety, working with senior managers and competent external advisers where specialist advice is required.
- Support the development, implementation and review of health and safety policies, procedures, risk assessments and safe systems of work relevant to properties, facilities and maintenance activities.
- Conduct and coordinate regular property audits, inspections and safety checks, reporting significant findings, overdue actions and emerging risks to senior management.
- Maintain oversight of statutory and scheduled testing, servicing and certification, including fire safety systems, emergency lighting, gas safety, electrical safety, water hygiene, asbestos management and portable appliance testing.
- Coordinate Fire Risk Assessments, Legionella Risk Assessments, asbestos surveys and other specialist assessments, ensuring that resulting actions are recorded, prioritised and completed within agreed timescales.
- Maintain the health and safety and property compliance registers, ensuring that evidence is complete, current and readily accessible.
- Support managers with accident and incident investigations, DSE arrangements, lone working requirements and other operational health and safety matters.
- Maintain oversight of facilities and property-related risks within the organisational Risk Register, ensuring that controls and mitigations are reviewed regularly.
- Prepare clear facilities, maintenance, health and safety and compliance information for senior managers, Trustees, audits and inspections as required.
- Procure and manage contractors and service providers, ensuring that they are competent, appropriately qualified and insured and have provided suitable risk assessments, method statements and other required documentation before work begins.
- Monitor contractor performance, quality, cost and completion times and address any concerns promptly.
- Plan and manage small capital works, refurbishments, office moves, property mobilisation and improvement projects.
- Work with the Finance team to forecast, monitor and control maintenance and facilities budgets and secure value for money.
- Maintain positive and professional working relationships with landlords, managing agents, suppliers, contractors and internal teams.
- Identify trends, risks, resource requirements and opportunities to improve the safety, efficiency and sustainability of the organisation's properties and maintenance arrangements.
- Follow all organisational policies and procedures, including safeguarding, confidentiality, data protection, procurement, lone working and health and safety requirements.
- Attend relevant training, supervision and meetings and maintain continuing professional development appropriate to the role.
- Undertake any other reasonable duties requested by the postholder's manager that are consistent with the level and purpose of the role.

Annual objectives will be set for this role and used to monitor and evaluate performance through the organisation's performance review arrangements.

This job description may be reviewed in light of organisational development and in consultation with the postholder.

Person Specification

The successful candidate will combine practical maintenance capability with effective leadership, sound judgement and a strong understanding of facilities and property compliance.

Education and Qualifications

Essential

- GCSE level or equivalent in English and Maths.
- IOSH Managing Safely or an equivalent health and safety qualification, or willingness to obtain this within an agreed period.

Desirable

- Relevant trade, technical or facilities management qualification.
- NEBOSH General Certificate in Occupational Health and Safety.
- IWFMM Level 3 qualification or above.
- Portable Appliance Testing qualification.
- Relevant fire safety, water hygiene, asbestos awareness or risk assessment training.

Experience

Essential

- Substantial practical experience of undertaking general property maintenance, repairs and inspections.
- Experience of managing or overseeing a maintenance, facilities or property-related function.
- Experience of line managing, supervising or developing employees.
- Experience of monitoring planned and reactive maintenance and ensuring that work is completed to agreed standards and timescales.
- Experience of managing contractors, suppliers and service providers.
- Experience of completing risk assessments, inspections or health and safety checks.
- Experience of maintaining accurate compliance, maintenance and property records.
- Experience of managing or monitoring maintenance and facilities budgets.

Desirable

- Experience within supported accommodation, housing, health and social care, the charity sector or another multi-site environment.
- Experience of managing small capital works, refurbishments, office moves or property mobilisation projects.
- Experience of supporting external audits, inspections or accreditation processes.

Knowledge and Understanding

Essential

- Sound knowledge of workplace health and safety and property compliance requirements.
- Knowledge of planned preventative maintenance and effective reactive maintenance arrangements.
- Understanding of relevant compliance areas, including fire safety, gas safety, electrical safety, water hygiene and asbestos management.
- Understanding of contractor control, including competence, insurance, risk assessments, method statements, permits to work and site induction requirements.
- Understanding of the boundaries of personal competence and when specialist advice or qualified contractors must be engaged.
- Knowledge of safe working practices when using hand tools, power tools, access equipment and maintenance materials.
- Competence in using Microsoft Office and electronic systems to manage maintenance, compliance and reporting information.

Desirable

- Knowledge of sustainability, energy efficiency or environmental management within buildings.

- Understanding of the property and safety considerations associated with supported accommodation.

Aptitudes and Skills

Essential

- Ability to balance hands-on maintenance responsibilities with management, compliance and administrative duties.
- Ability to oversee a maintenance function without unnecessarily duplicating the day-to-day coordination responsibilities delegated to the Senior Facilities and Compliance Officer.
- Ability to analyse maintenance information, identify risks or trends and take proportionate action.
- Ability to prioritise competing planned, reactive and compliance-related demands.
- Strong leadership, communication and interpersonal skills, with the ability to set expectations and address concerns constructively.
- Ability to troubleshoot practical property issues and identify appropriate, safe and cost-effective solutions.
- Ability to read and understand technical instructions, reports, plans and safety documentation.
- Ability to prepare clear written reports and communicate compliance matters to managers, Trustees and external parties.
- Ability to work independently and collaboratively across multiple locations.
- Good organisational skills, attention to detail and commitment to maintaining high standards.
- Ability to undertake the practical and physical requirements of the role, including safely moving tools and materials, with appropriate equipment and reasonable adjustments where applicable.
- A full UK driving licence and access to a suitable vehicle for work purposes, due to regular travel between properties and the transportation of tools and materials.

Personal Attributes

Essential

- Professional and value-led, with integrity, inclusivity and respect for diversity.
- Practical, solutions-focused and willing to work alongside the team to complete maintenance tasks when required.
- Calm and dependable when responding to urgent, challenging or unexpected situations.
- Flexible and able to respond positively to changing organisational and property needs.
- Confident in challenging unsafe practice and escalating significant risks or non-compliance.
- Committed to continuous improvement, learning and professional development.
- Able to work flexibly and, where necessary, outside normal working hours to respond to urgent property matters.
- Supportive, personable and able to maintain a constructive approach when things do not go as planned.