



## Job Description

### Street Support (Cambridge) - Storage Support Worker

**About Street Storage (Cambridge):** Street Storage (Cambridge) is a pilot project, run by [It Takes A City](http://www.ittakesacity.org.uk) (Cambridge), to provide **free, accessible storage for people experiencing homelessness**, taking a concept developed in London over the past five years ([Street Storage](#)).

People will be able to get a referral from a partner agency (e.g. Wintercomfort, Jimmy's) to bring items such as rucksacks, suitcases, bags and other small items to be securely stored. The project will record what is being stored, ensuring that privacy and confidentiality are maintained.

**Reporting To:** Coordinator and Community Engagement Manager

**Contract Type:** Short term contract for the period ending 30/09/2025

**Salary:** £12.50 per hour

**Hours:** 4 hours per week based at our Cambridge Street Storage unit

**Location:** Pickfords Self Store, Unit 2 Clifton Way Cambridge CB1 7DY.

Free parking is available on site.

Training, outreach and events may take place in other locations.

**Principle Function:** Coordinating and processing new Street Storage referrals, to coordinate storage access appointments and manage our storage data. To work with Street Storage (Cambridge) volunteers in collaboration with the Coordinator and Community Engagement Manager. Where needed, to offer support and advice to people using Street Storage's services in a way that best suits the individual.

#### Role Description:

##### Day to day tasks:

- Support the management of day-to-day referrals, appointments, drop-in times and storage administration to store belongings respectfully, safely and efficiently.
- Liaise with referrers and individuals needing to store, making judgement calls according to the individual's needs, circumstances and the capacity of Street Storage (Cambridge).
- Develop meaningful relationships with people using Street Storage (Cambridge) – phone and face to face check ins, helping those who wish to, to explore other aspects of their lives.

- Work effectively with ITAC volunteers giving their time to support Street Storage (Cambridge).
- In collaboration with the Coordinator and Community Engagement Manager, advertise Street Storage to the community and advocate for people using Street Storage

**Other additional tasks:**

- Develop a welcoming environment for people to come and access services along with the Street Storage team of volunteers.

**Skills and/or qualifications and experience required:**

- Passion for the service, the need for it and empathy and respect for those who use it.
- Experience of working with vulnerable people.
- Excellent interpersonal skills: the ability to welcome people, to make people feel comfortable and safe storing their belongings with us.
- Ability to adapt to the needs of the individual and to go at their pace.
- Strong Administrative skills – use of phone, email, Word/Excel/Google Suite, social media.
- Someone who consistently pays attention to detail.
- Teamwork.
- Self-motivation - the ability to take the initiative and work alone, managing your own time and being confident to make wise and safe judgement calls.

**Training, Support and Benefits:**

Alongside your salary you will receive:

- Training, supervision.

**How to apply:**

Please send your CV and a 1-page cover letter to Matt Nelson on [matt@itac.org.uk](mailto:matt@itac.org.uk). Your 1 A4 page should detail why you would like to work for Street Storage (Cambridge) and why you would be suited to a role like this.

**Closing date for applications is Monday 11<sup>th</sup> November.**