



Job title: Support Worker/Hostel Receptionist

Job role: To cover reception duties at our 20-bed accommodation project, with opportunities for training as a support worker

Contract: Short term contract for 6 months to start as soon as possible and by May to 31st October 2026

Hours: Full time post (40 hours) although part time working will be considered

Remuneration: £28,000 (13.45/hour) for a 40-hour week

Location: Chesterton, Cambridge

It Takes A City is looking to recruit a receptionist/trainee support worker to work at our summer accommodation project '176' in Chesterton, which provides 20 bedrooms for people experiencing homelessness, in partnership with Cambridge City Council. The project is staffed 24/7 by experienced support staff and security. The role combines responsibility for the reception area plus some training in support work and housekeeping of the hostel.

Responsibilities:

Main role – to act as the receptionist at the hostel which accommodates people experiencing Homelessness

- Greeting residents entering and exiting the building
- Ensuring residents hand in their keys when they leave, and returning them when they re-enter the building
- Keeping records of who is in the building
- Answering the Crossways phone, taking messages and passing on information to relevant staff
- Monitoring the CCTV to ensure the security of the building and raising any concerns with the Project Manager or deputy
- Making friendly conversation with residents to build rapport and trust

There is some opportunity for training in support work, which could involve:

- Working with experienced support staff to support individuals with a range of housing and welfare issues
- Supporting residents with phone calls, making appointments and filling out forms
- Assisting with cleaning and preparing rooms in readiness for the arrival of new residents

- Assisting with laundry on behalf of residents
- Other non-regular tasks that are required for the smooth operation of the project

This role will require a DBS check.

To apply, please email info@itac.org.uk with your CV. Interviews will take place in early May.

It Takes a City (Cambridge), c/o St Andrews Street Baptist Church, St Andrew's Street, Cambridge CB2 3 AR

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