



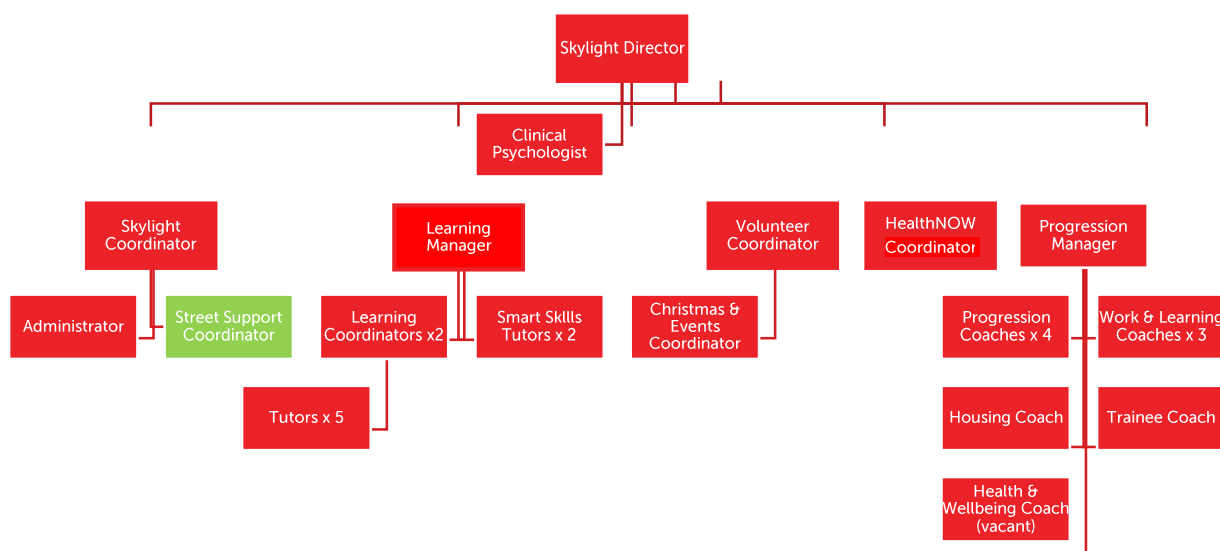
Job title:	Street Support Network Coordinator (West Midlands Combined Authority region)
Department:	Client Services
Reporting to:	Skylight Coordinator
Salary:	£27,648 per annum (rising to £28,201 from 1 st July 2021)
Hours:	35 per week
Location:	Birmingham Skylight Office but the Coventry Skylight may be an option if needed
Contract type:	1-year fixed term contract funded by West Midlands Combined Authority

Aim and influence

- Work with the West Midlands Combined Authority (WMCA) Homelessness Taskforce to help establish the digital platform Street Support in the WMCA region and build practical relationships with local authorities, local agencies and groups.
- Identify and connect charities, faith groups, community & grassroot groups in the WMCA region ensuring up to date and accurate information about organisations, services and needs is maintained on the digital platform.
- Play a key role in developing Street Support Network WMCA's strategic role and communications including helping to further and share the work across the region.
- The role will involve some flexibility around working hours and occasional evening and weekend work may be required to meet the needs of our members.



Organisational chart



Job responsibilities

- Populate and maintain the Street Support Network WMCA directory with up to date information about organisations, services, locations, needs and advice.
- Oversee the creation & launch of Street Support Network WMCA on the Street Support Network website, in conjunction with the web developer and WMCA Homelessness Taskforce.
- Design and create a range of organisational materials e.g. e-bulletins, annual report, network resources etc.
- Answer all correspondence and enquiries in relation to Street Support Network WMCA.
- Support our communications and press strategy.
- Support and advise local service providers to keep their organisation, service and needs information up to date, using the Street Support admin site.
- Proactive communications to help people respond to needs posted by organisations.
- Monitor social media activity from the network and share or respond as appropriate.





- Work collaboratively with the website, external developers and UK network team to maintain and update the charity website.
- Support appropriate events and activities representing Street Support Network, including encouraging others with lived experience to be involved.
- Contribute to funder's evaluation & monitoring reports, as required e.g. tracking user numbers, people we have worked with, success cases etc.
- Support the creation and implementation of our GDPR (General Data Protection Regulation) policy.
- Contribute to the overall work of the WMCA Homelessness Taskforce as appropriate to the role.

General responsibilities

- Actively encourage and support member involvement within Crisis.
- Develop an understanding of homelessness and Crisis' aims.
- Follow Crisis policies and procedures, including health and safety.
- Carry out other reasonable duties that may be required in the light of the main purpose of the job and as requested by the Facilities Manager.

Person Specification

Essential

- 1 Empathy with those who have experience of homelessness and social isolation.
- 2 Good previous experience working in a communication and/or marketing role; or administration and communication/marketing role.
- 3 Some knowledge of MS Office, database programmes, website management systems.
- 4 Some experience of email marketing platforms, including Mailchimp.
- 5 Some graphic design experience, e.g. using InDesign, Adobe Photoshop, Illustrator.
- 6 Good communication skills, especially on social media and in-person.
- 7 Knowledge of digital trends and a passion for online media.
- 8 Energetic, creative, logical thinker and good at working on own initiative as well as in teams.
- 9 Very organised and able to meet targets & deadlines.
- 10 Willingness to work flexibly.



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- 11 Commitment to Crisis' purpose and values including equality and social inclusion.



Desirable

- 1 A lived experience of homelessness.
- 2 Experience of working in the homelessness and/or charitable sector.
- 3 Some knowledge of GDPR.
- 4 Knowledge of data analytics and experience of using Google Analytics & Google AdWords.

We encourage applications from all sections of the community and particularly from people who have lived experience of homelessness.

Supporting your application



Thank you for your interest in working for Crisis.

Before you apply, please take a moment to read through the frequently asked questions below which are designed to support your application and help you understand our recruitment processes.

The person specification requires a qualification or experience that I do not have. Is it still worth me applying?

The person specification has the key knowledge, skills, experience or behaviours needed to carry out the job successfully and you will be scored based on any information you provide. If you don't quite meet the criteria, for example if you have an understanding of something rather than experience of doing it yourself, you may still pick up points for explaining your understanding or how you might approach it. However, some of the person specification points, for example specific qualifications, are critical to the role so if you don't meet those requirements, you are unlikely to be shortlisted.

Can I apply by sending my CV?

Occasionally we accept CVs and a covering letter but only if this requested in the advert for the post. We don't accept speculative applications or hold CVs on file.  

What should I do if I can't complete an online application?

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If you would like to apply in a different format, for example in a Word document, because you are unable to use the online

process, please contact the HR Team jobs@crisis.org.uk It is helpful if you provide details of your requirements or suggestions about how we might best support you to apply so that we're able to consider alternatives.

How can I maximise my chance of being shortlisted?

It is important that you complete all sections of the online application form to ensure that the recruiting panel understand your interests, skills, behaviours, knowledge and experience.

Shortlisting is mostly based on the information you provide in the assessment form section.

Support your statements with specific examples that show how you meet each of the person specification points. You may wish to use the **STAR approach**:

S or T – Situation or task

Describe the situation or the task that you had to complete. It could be something from your previous employment or personal experience – just make sure it's relevant. Given enough detail for the person shortlisting to understand what was involved

A – Action

Describe the action you personally took to resolve the situation or task. Explain the process/steps you took. Even if you are describing a group project, describe what you did rather than what the team did as a whole

R – Result

This is the crucial part of the answer. Explain how your actions resulted in a successful outcome. Talk about what you achieved, the benefits and what you learned.

A strong application will also be in line with the **Crisis Values** that you can find on our website.

Please note! If you don't provide full responses against all the person specification points, the panel won't be able to score your application fully and it will be unlikely there is enough information for you to be shortlisted.

How quickly will I know if I have been shortlisted?



Every recruitment campaign will be different depending on how quickly the shortlisting panel can review applications but if you have not been shortlisted, you will receive an email from us confirming that.



If I am not shortlisted, can I get feedback on my application?

Unfortunately, we are not able to offer feedback on your application if you are not shortlisted for interview.

Can I get feedback after my interview?

We appreciate that information about where you did well or less well can be useful, so if you are not successful following interview we are able to provide feedback.

Will you notify me of future vacancies?

Once you have registered via Crisis Jobs Online, you can sign up to receive notifications of new vacancies based on the criteria you select. We also recommend that you check our website regularly for details of new vacancies.

I recently applied for a role and was not successful, but have seen the role re-advertised. Is it worth me applying again?

If the gap between advertising has been short, we would normally advise that candidates need not apply again, unless you have re-written and enhanced your application. Some examples might be that you have strengthened your examples using the STAR technique above.

Crisis Jobs Online

I have typed my personal statement answers into the online form, but it won't let me save them. What should I do?

There is a word limit of 400 per answer so it could be that you have exceeded the limit and that is what is preventing you from saving your work.

I filled in the personal statement section and tried to save it/submit it. However, it wouldn't do this and my information was lost. Is there any way to retrieve it?

You are encouraged to record your answers in a Word document first before copying and pasting your answers into the online application form, using the keyboard shortcuts Ctrl + C to copy and Ctrl + V to paste. The



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application form has a strict time out limit and so if you take longer than that limit you will lose your work and we are unfortunately not able to retrieve it.



Where can I get help?

If your query has not been answered above, you can contact the HR Team jobs@crisis.org.uk for support.



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