

Policy & Procedure Officer, March 2021 – Job Pack

Job title: Policy and Procedure Officer

Department: Client Services

Reporting to: Procedure and Governance Manager

Salary: £38,552 per year

Hours: 35 per week

Location: Based in London

Contract: Permanent

Aim and influence

- To support the Procedure and Governance Manager to ensure that all Client Services operational policies are in place, reviewed within in timescale or in response to internal or external factors including changes in regulatory or legal requirements, feedback, audit and good practice
- To work with the client services and member involvement teams to ensure that policies and procedures are developed collaboratively with members, volunteers and client services staff and that they are effectively rolled out and embedded
- To work with the Procedure and Governance Manager to ensure that robust Governance structures are in place, including recording, monitoring and reporting systems that support the management of risk and performance and drive continuous improvement across our services

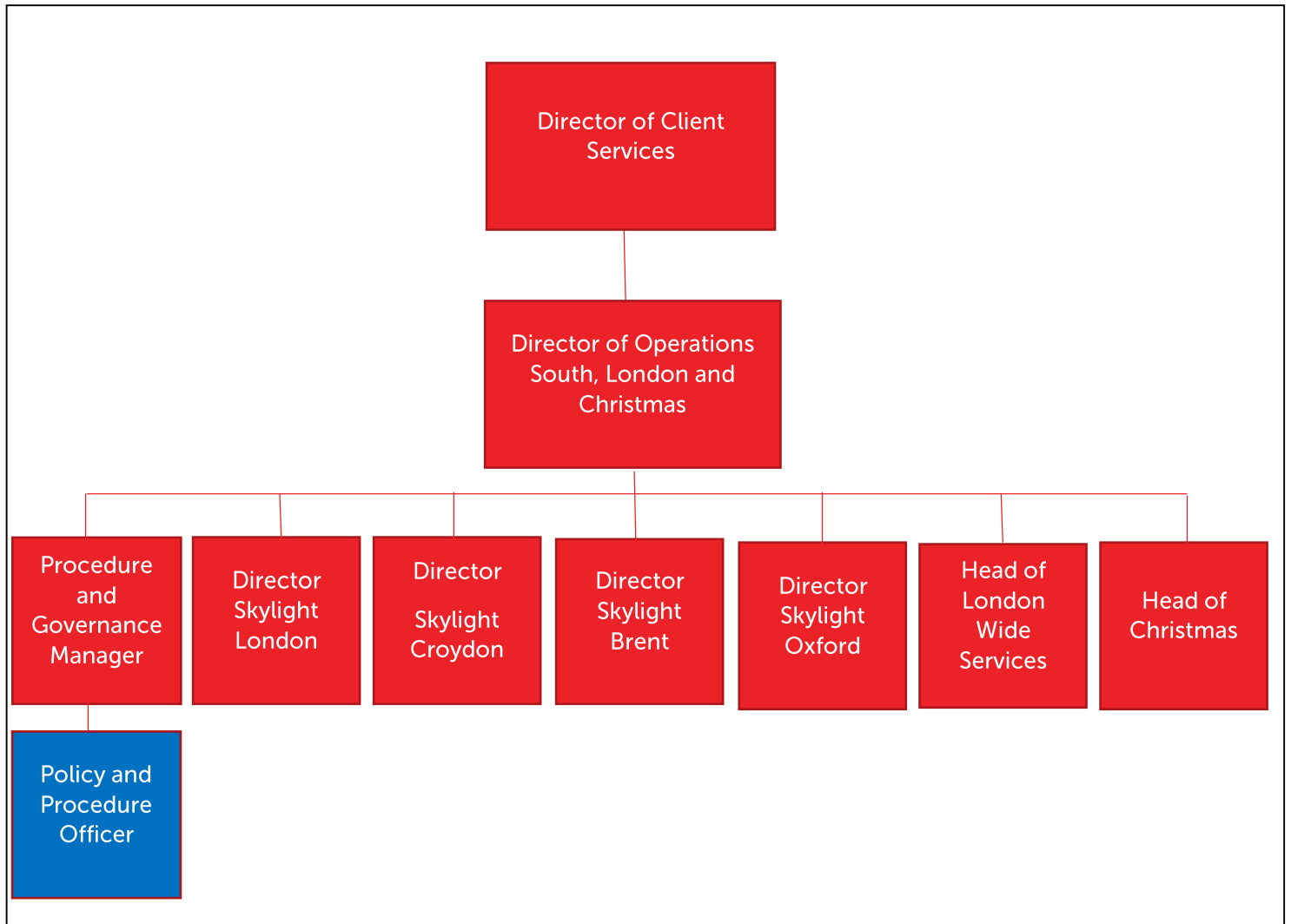
Financial and supervisory responsibility

- Report to the Procedure and Governance Manager and support the work of the Client Services leadership team in ensuring the development, delivery and continuous improvement in operational delivery
- Establish and maintain critical links with staff across Client Services and other teams within Crisis - including Research and Evaluation; Best Practice; Data and Technology; Information and Governance, Member Database team; Volunteering and Member Involvement
- Liaise with relevant external stakeholders

Other key details

- Travel may be required across the UK for meetings, including overnight stays
- A satisfactory enhanced disclosure from the Disclosure Barring Service is required for this role to check suitability to work with adults at risk and young people.
- Working from home may be considered in line with Crisis' homeworking policy.

Organisational chart



Please note structure is subject to change

Job responsibilities

Monitoring and quality

- Ensure Client Services teams understand and adhere to quality and audit systems.
- Work in collaboration with the Governance and Procedure Manager and Client Services Leadership team to instil a culture of continuous improvement across services.
- Work with the Governance and Procedure Manager to ensure that Client Services are following the agreed policies and procedures by ensuring robust review, observation and internal audit systems are in place and that improvement actions are consistently identified and completed

Policy & Procedure Officer, March 2021 – Job Pack

- Work in collaboration with the Procedure and Governance Manager to ensure that all policies and procedures are up to date, fit for purpose and regularly reviewed in accordance with the policy review schedule and Client Services policy and procedure review process
- Lead Development Teams, including staff, members and volunteers, to review and develop policies, procedures and guidance
- Ensure effective communication with staff, members and volunteers throughout the development and roll out of policies and procedures providing regular updates at the Operational Managers meeting and coordinating wider staff communication with the Head of Internal Communications
- Collaborate with the Learning and Development Advisor for Client Services to identify training requirements and to ensure staff, members and volunteers are involved in the development of training
- Proactively work with the Member Database (MAPS), Data and Technology and Research and Evaluation teams on the development of reports for Trustees, client services managers and staff. Ensuring that the right information is available to provide assurance, monitor performance and service delivery and report accurately to the Senior Leadership Team, Trustees, Funders and Commissioners
- To work with the Governance and Procedure Manager to support Client Services wide understanding of internal and external reporting requirements and ensuring reports are completed, accurate and submitted in a timely manner

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 require

Person Specification

Essential

- 1 Understanding of developing and implementing internal audit processes within an organisation
- 2 Understanding of developing qualitative and quantitative data to inform decision making and drive continuous improvement within organisations
- 3 Experience in developing policies, processes, and procedures
- 4 Experience of project planning and delivery, including monitoring and evaluation, and working to targets

Policy & Procedure Officer, March 2021 – Job Pack

- 5 Excellent written skills, with proven ability to research, develop an in depth understanding of legislation and apply this to write accessible, clear policy documents and reports for a range of audiences.
- 6 Excellent verbal communication skills, with ability to communicate effectively at all levels, including ability to convey complex information in an accessible way
- 7 Excellent organisational skills, including the ability to manage a high-volume workload and manage conflicting priorities
- 8 Able to maintain accuracy and attention to detail in a busy working environment
- 9 Experience of managing successful relationships across organisations and externally with colleagues, clients, volunteers and external partners
- 10 Comfortable working autonomously and proactively, alongside being a strong team player
- 11 High standard of computer literacy including use of databases, key MS Office packages and experience of using SharePoint
- 12 Knowledge of and ability to comply with safeguarding procedures
- 13 Commitment to Crisis' purpose and values including equality and social inclusion

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?

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.

Please note! If you don't provide full responses in the 'Assessment Form' section, 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 application form has a strict time out limit and

Policy & Procedure Officer, March 2021 – Job Pack

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.