

# Job Description



<b>Job title:</b>	Operations Manager – Structured Coaching
<b>Department:</b>	Crisis Skylight London
<b>Reporting to:</b>	Head of Structured Coaching Services
<b>Salary:</b>	£51,510 per annum
<b>Hours:</b>	35 per week
<b>Location:</b>	Based in Crisis Skylight London. Some working from home is an option however onsite presence is a key requirement of this role – with a minimum of 4 days per week at the London Skylight.
<b>Contract type:</b>	Permanent

## Aim and influence

- Ensure the delivery of high-quality structured coaching, support, and activities for homeless and vulnerable adults,
- Lead a team of highly aspirational Coaches to deliver a high-quality Information Advice Guidance, support, and structured coaching services to members.
- Ensure the delivery of psychologically informed services that:
  - promote member engagement and maximise inclusion and safety;
  - support wellbeing and the development of resilience and interpersonal skills;
  - are person centred and help people recognise their strengths;
  - motivate people and encourage them to identify and work through the changes they need and want to make and supporting them to recognise their progress;
  - provide routes into appropriate learning and skills opportunities and ensure that members have access to the community-based specialist services and support they need
- Lead on quality assurance, monitoring & evaluation processes within the Structured Coaching Services.
- Support the delivery of Member Involvement within the Structured Coaching Team.
- Ensure all Skylight members have access to a Lead Worker and are effectively case managed in line with the Crisis Ways of Working with Members document.

## Financial and supervisory responsibility

- Line manages a team of coaches (currently 6 staff members)
- Contribute towards ensuring the delivery of effective and consistent practices within Crisis Skylight London, and be an effective, constructive, and contributing member of the management team and other management forums across Client Services.

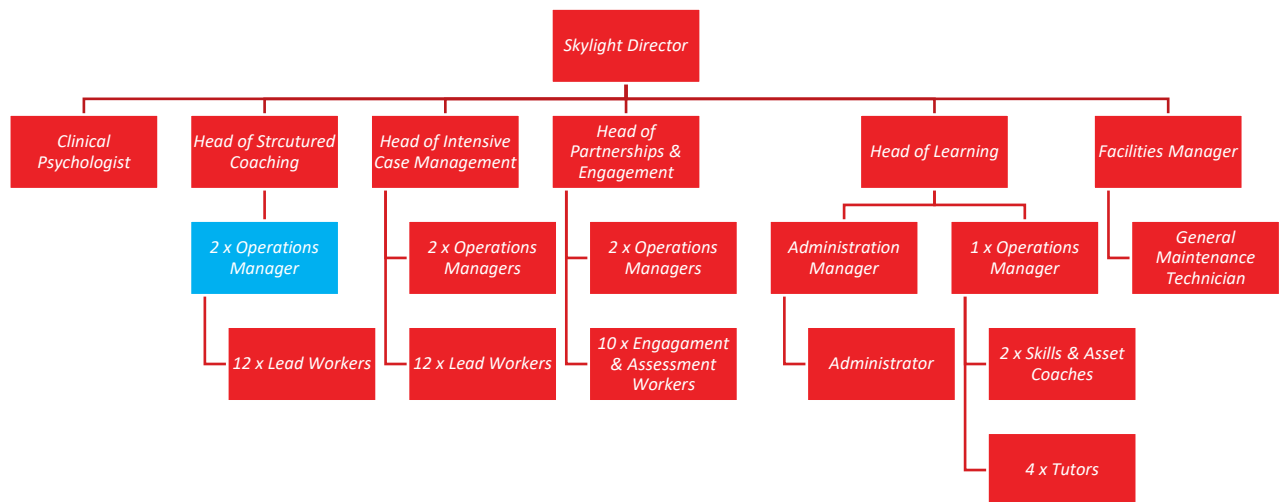
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- Contribute towards the efficient and effective planning, deployment and management of devolved budgets and resources.

### Other key details

- 35 hours per week. You may be required to work out of hours on occasion, plus over the Christmas period excluding bank holidays. Travel to other Crisis Skylights across the UK as required.
- Working from home may be considered 1 day per week in line with Crisis' Homeworking policy.
- The role involves working with vulnerable adults and young people and so a satisfactory enhanced disclosure from the Disclosure and Barring Service is required.

### Organisational chart



*\*Please note structure is subject to change*

### Key accountabilities

- Ensure the structured coaching services are accessible, and that members receive other specialist services through community based and mainstream services they need to help them achieve their goals.
- Use the Crisis Model of Change and evidence from our internal and external evaluations and analysis to inform the delivery of structured coaching support that enables our clients to leave homelessness behind for good.
- Liaise with partner organisations as necessary including meetings with other professionals concerning members and ensure that safeguarding concerns are appropriately reported.

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- Manage the performance and achieve agreed targets through enabling the team to maximise their effectiveness and impact. Ensure that they understand how their roles contribute towards ending homelessness.
- Be responsible for the health and safety and safeguarding of members, staff and volunteers as part of the London Skylight management team.
- Manage and coach your team to ensure that your services fully contribute to ensuring that member involvement is fully integrated into the work of the London Skylight.
- Manage your team to ensure all members have access to a Lead Worker and are effectively case managed in line with the Crisis Ways of Working with Members document.
- Ensure the team understand and are able to use the agreed coaching methodology for one-to-one work with members.
- Support your team to negotiate challenging behaviours and deal directly with members where coaches require support.
- Ensure volunteering is a positive experience at Crisis Skylight London

### Management and leadership

- Lead, inspire and motivate your staff team and support them to operate within a multi-disciplinary team, working collaboratively and constructively with other colleagues, in the interests of members.
- Role model and empower your team to develop their skills and knowledge and share learning.
- Promote a transparent team setting that provides a supportive environment that is open to learning from mistakes and welcomes learning through continuous improvement.
- Manage performance and achieve agreed targets through enabling the structured coaching team to maximise their effectiveness and impact. Ensure that they understand how their roles contribute to ending homelessness.
- Provide effective feedback and manage conduct and capability issues in line with HR policies and guidelines.

### Monitoring and quality

- Ensure the team perform against targets (and any associated contracts) and be responsible for evaluating performance and producing reports for relevant stakeholders.
- Ensure staff understand and adhere to monitoring, case recording, outcome reviews and quality and audit systems. Ensure that accurate data is captured on the Case Management System and that there is good and appropriately responsive communication.



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- Ensure the provision of a Matrix standard high quality Information, Advice and Guidance service to Skylight members that will enable them to make appropriate choices for their future.
- Ensure the implementation of quality standards, including the compliance and good governance of service provision.

### Relationships and influence

- Develop and sustain positive operational partnerships that help ensure members are able to access appropriate services in their communities.
- Build and maintain excellent relationships with all Crisis Skylight teams to ensure the delivery of a high-quality service as part of an integrated service offer that ends homelessness.
- Responsible for developing activities in-reach and outreach in consultation with the Learning Manager which lead to progression pathways for members.

### General responsibilities

- Actively encourage and support member involvement within Crisis, effectively co-ordinating and developing member's suggestions and feedback process.
- Comply with Crisis policies and procedures including Safeguarding and Health & Safety policies, for which all employees owe a duty of care both to themselves and others, in accordance with the Health & safety at Work Act.
- Develop and maintain an understanding of Crisis' work and the needs and circumstances of homeless people.
- Carry out any other duties that may reasonably be required in the light of the main purpose of the job.

### Person Specification

#### Essential

1. Strong experience of working within a relevant sector e.g. homelessness, mental health, drug and alcohol treatment.
2. Proven experience of managing and delivering coaching and support to vulnerable adults.
3. High level of knowledge and awareness of the barriers to engagement and participation experienced by homeless and marginalised people and an understanding of how these might be overcome.

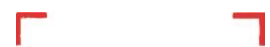


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4. Proven line management experience managing employee performance, conducting supervision meetings, case management meetings, effective delegation and supporting professional development.
5. Knowledge of health and safety issues and safeguarding procedures to ensure a safe environment is provided for members, staff, volunteers, supporters and visitors.
6. Able to implement quality standards and ensure the structured coaching services meet the required standards of governance and comply with any regulation and best practice standards of associated bodies and funders.
7. Ability to self- manage and successfully support and manage others during periods of change.
8. Able to operate as part of a multi-disciplinary team ensuring staff are fully committed to Crisis' vision and mission.
9. Experience of preparing and managing budgets with competing demands for resources.
10. Able to plan service delivery and resources, with excellent organisational skills and the ability to manage a high-volume workload, conflicting priorities, and exercise judgment under pressure, balancing competing demands.
11. Understanding of coaching approaches and the ability to ensure coaching interventions are being delivered to a high standard.
12. Strong networking and partnership development skills, with a track record of developing referrals and pathways to improve access to services for clients.
13. Excellent communication skills, spoken and written, including the ability to promote Crisis' services and deliver reports and proposals required by a wide variety of audiences.
14. Able to support funding bid applications in line with strategic and operational plans.
15. Ability to work flexibly, including attending other Crisis locations and occasional out of hours.
16. Proficient in the use Microsoft Office (including Word, Excel, & Outlook), databases and the internet.
17. Commitment to Crisis' purpose and values including equality and social inclusion and delivering services in a psychologically informed environment.

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



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## 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 is 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 Recruitment Team [jobs@crisis.org.uk](mailto: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.

### Does Crisis use Artificial Intelligence (AI) technology for shortlisting?

Crisis does not use AI technology for shortlisting applications or throughout our recruitment process.

### Can I use Artificial Intelligence (AI) technology for my application?

We strongly discourage applicants from using AI technology at any stage of the recruitment process. This is so we can run a fair, transparent process which gives all applicants an equitable chance of success. We want to hear about your own experience and perspectives in your application and if shortlisted, during the interview too.

### 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, behaviors, knowledge and experience. Shortlisting is mostly based on the information you provide in the assessment form section. A strong application will also be in line with the **Crisis Values** that you can find on our website.



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**Please note!** If you don't provide full responses against 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.

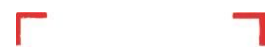
### Crisis Jobs Online

#### 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 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.



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### Where can I get help?

If your query has not been answered above, you can contact the Recruitment Team [jobs@crisis.org.uk](mailto:jobs@crisis.org.uk) for support.



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