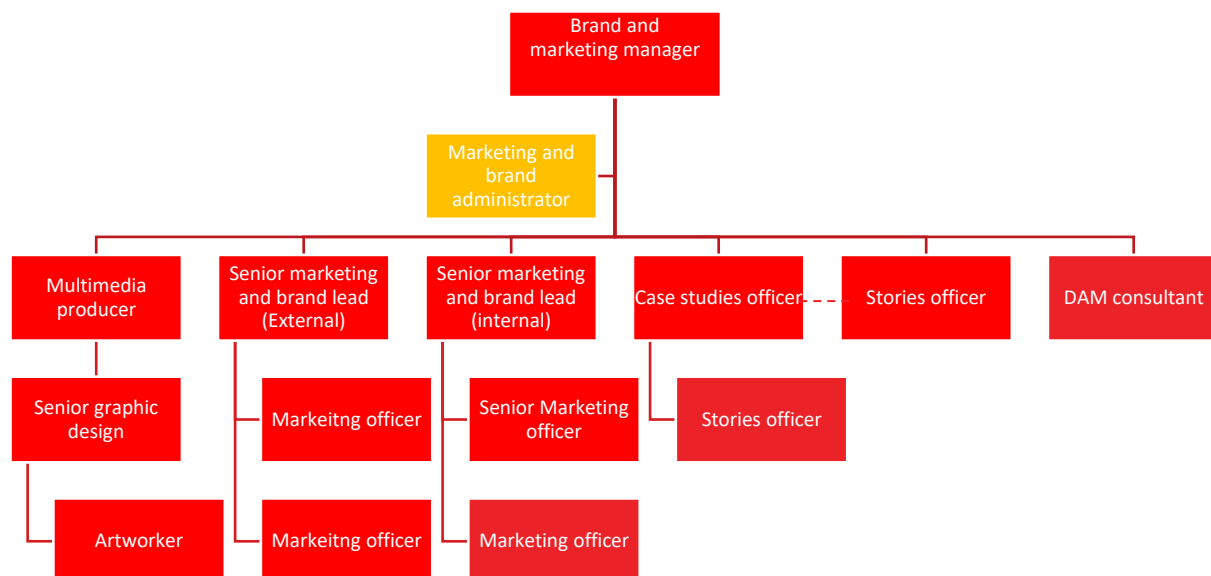


**Job title:** Administrator  
**Department:** Marketing and Communications  
**Reporting to:** Brand and marketing manager  
**Salary:** £15,830 (£26,384 full time equivalent) per annum  
**Hours:** 21 per week  
**Location:** Based in London  
**Contract type:** 12 month fixed term contract

**Aim and influence**

Support the brand and marketing team with the resourcing of projects of projects and campaigns helping to predict and manage team capacity by creating schedules, updating status's, generating quotes, finding suppliers, consolidating invoicing, filing of completed artwork, managing approvals of images and uploading of new images to the image database.

**Organisational Chart**



*Please note structure is subject to change*

**Job Responsibilities**

- Manage daily schedules for the marketing and brand team to ensure that assets flow through our studio smoothly and on time

- Ensure projects, campaigns and new briefs are correctly completed, logged and tracked through our project management system – Monday.com for the Marketing and Communications department. (Training will be provided on Monday.com)
- Predict team capacity for briefs, flagging capacity issues when they arise.
- Monitor current traffic processes and inputting ideas on how to improve current practices where required
- Work across multiple projects and ensuring all parties are informed of progress and problems
- Ensure content is correctly uploaded, stored and tagged in the Crisis asset management system and in line with data protection policies
- Support the production of materials by developing and sharing schedules, procuring quotes and following purchasing protocols e.g. creating PO numbers, invoicing
- Ensure all assets are covered with the appropriate license, model release form and or consent for use form - and are only used with specified restrictions
- Support briefing and communication planning meetings by gathering briefs for the agenda
- Meeting minute taking briefing and communications planning meetings, circulating minutes when required
- Support the communications planning process by proactively chasing teams for forthcoming briefs

### **General responsibilities**

- 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

### **Person Specification**

#### **Essential knowledge and experience**

- A good understanding of the design process
- Experience within an inhouse charity creative or marketing team or agency studio

#### **Essential personal competencies/soft skills**

- Promote community and a collaborative approach within the team, directorate and stakeholder teams
- A good negotiator and problem solver, able to think on feet when required

- Excellent relationship building, communication, listening and interpersonal skills, with a collaborative approach and willingness to embrace feedback - capable of developing strong working relationships at all levels.
- Self-motivated, highly organised, methodical, motivated self-starter and with a keen eye for detail
- Proactive rather than reactive, always, responding to changing needs and priorities when required.
- An ability pre-empt problems and provide solutions
- A calm and confident manner and a positive 'can-do' attitude and a flexible approach
- Team player, adaptable to change

### Desirable

- Experience using a digital asset management system
- Experience of Trello, Monday.com, JIRA or similar

We encourage applications from all sections of the community particularly those with personal or previous 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 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.

### 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. 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 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.

**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.