

Job Description



Job title: Involvement and Impact Manager

Department: Organisational Development

Reporting to: Head Of Innovation

Salary: £49,662 per annum

Hours: 35 per week

Location: Based in Skylight London

Contract type: Permanent

Aim and influence

- Lead & manage the creation and delivery of educational and training opportunities for Crisis members and those with lived experience to sustain their pathway from homelessness within Enterprise & Innovation
- Responsible for the Enterprise & Innovation member involvement and engagement strategy ensuring that co-production is embedded across the department

Financial and supervisory responsibility

- Line management of Impact & Involvement team
- Maintain accurate records of expenditure compliant with Crisis' financial procedures and any delegated budgets.
- Supervision of volunteers

Other key details

- Fixed working pattern with occasional evening and weekend work required
- Working from home is managed in line with Crisis' homeworking policy
- Travel around the UK may be required



**Together
we will end
homelessness**

Organisational chart



Please note structure is subject to change

Job responsibilities

As Involvement and Impact Manager, you will:

- Lead the development and implementation of learning, progression, volunteering and training opportunities for Crisis members across Enterprise & Innovation
- Lead the development of a partnership strategy to collaborate with external partners on learning provision and to create follow-on placement and employment opportunities for members
- Lead the strategy for member involvement across Enterprise & Innovation, ensuring development of new services is done in partnership with member and embedded across the team, developing this co-production in partnership with Member Involvement
- Develop and manage a framework for tracking of member engagement, involvement and impact across Enterprise & Innovation
- Work with team leads in Enterprise & Innovation to ensure learning, progression and training opportunities are developed in conjunction with commercial objectives and embedded into business plans
- Work with Client Services to develop frictionless pathways to Enterprise & Innovation support
- Lead the creation of a best practice learning and development framework for members with a culture of continuous improvement
- Support the production of new digital courses in developing skills for member progression

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- Collaborate with Learning & Development to ensure staff can support members to effectively engage in opportunities within Enterprise & Innovation
- Undertake duties of Internal Verifier to ensure any accrediting manager is providing training to required standards including managing key relationships with third party accrediting bodies and participating corporate partners, satisfying all monitoring and reporting requirements
- Safeguarding lead for Enterprises, reporting to Head of Entrepreneurship with ‘dotted-line’ reporting to Director of Client Services (safeguarding officer). Ensure staff training, policies and procedures and reporting are in place and effective.
- Line manage Impact & Involvement Team
- Recruit and supervise volunteers as required
- Ensure compliance with relevant policies, procedures, data protection regulation and effective practice

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

Person Specification

Essential

- 1 Strong partnership and networking skills with the ability to identify, build and grow partnerships to support the delivery of learning activities
- 2 Leadership and management experience ideally within a large organisation
- 3 Experience of creating, delivering and supporting learning outcomes with people who are experiencing homelessness and/or multiple disadvantages particularly ones relating to commercial skills and employability that enable people to improve wellbeing and access and sustain employment
- 4 Experience of designing and delivering co-production and involvement activities
- 5 Experience of the effective monitoring and evaluation of learning and development programmes, working with third party accreditation bodies to agree and meet and standards adapting programmes based on evidence
- 6 A sense of curiosity, adaptability and excitement around digital transformation opportunities for member learning

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- 7 Commitment to Crisis' purpose and values including equality and social inclusion
- 8 Knowledge of and ability to comply with safeguarding procedures
- 9 Commitment to Crisis' purpose and values including equality and social inclusion

Desirable

1. Qualified and/or experience as Internal Verifier for qualifications agency
2. Knowledge of homelessness and the barriers that those experiencing homelessness face when accessing education or employment
3. Experience of managing a budget

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 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 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?

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