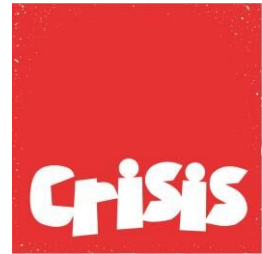


# Job Description



**Job title:** Community and Events Team Administrator

**Department:** National and Regional Fundraising

**Reporting to:** Senior Community and Events Executive

**Salary:** £26,911 per year

**Hours:** 35 per week

**Location:** Based in the London Head Office

**Contract type:** Permanent

## Aim and influence

- Organising and managing the administration, support systems and activities that facilitate the effective running of the national and regional fundraising team
- Supporting and stewarding a range of supporters, community and event contacts
- Facilitating and developing the systems and processes
- Working with the National and Regional Fundraising team across the three nations and with skylight centres
- Liaison with external suppliers and Crisis fundraising staff

## Financial and supervisory responsibility

- Support and supervision of volunteers as required within the office and at events
- No budget responsibilities although petty cash management, purchasing and other financial administrative tasks are required

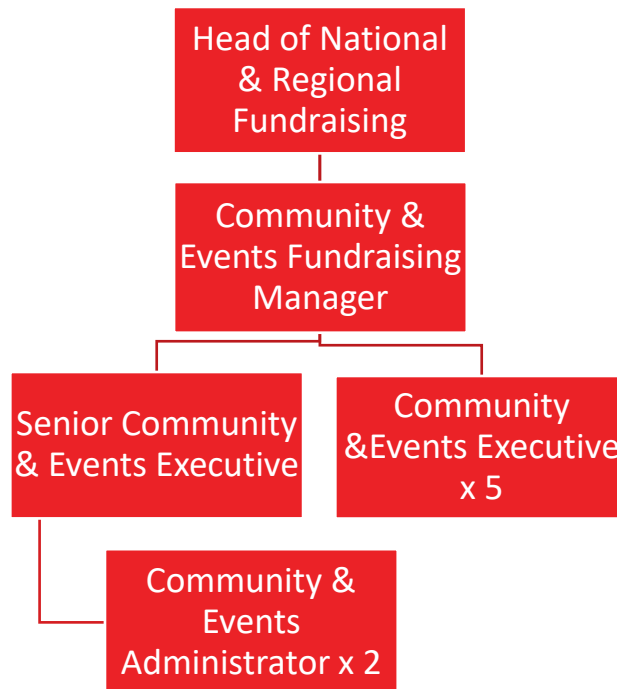
## Other key details

- Crisis' current homeworking policy requires staff to work from a Skylight or a Crisis Office for at least one day a week or two days per fortnight.



**Together  
we will end  
homelessness**

### Organisational chart



*Please note structure is subject to change*

### Job responsibilities

#### Core job tasks

- Be the first point of contact for telephone and email enquiries, providing a timely and high quality response to supporters
- Coordinate stock takes and order team fundraising and promotional materials as needed
- Work with our external mailing house to ensure fundraising materials are fulfilled within agreed timescales
- Work with the National and Regional team to update web-content, Connect, Yammer and social media channels
- Support the team to maintain supporter records on Raiser's Edge
- Report on Virgin Money Giving and Just Giving to thank independent community fundraisers and In Memory supporters
- Maintain the team communications plan, liaising with internal teams to ensure activities are well represented
- Fulfil ad hoc requests for fundraising materials
- Assist with projects as needed

#### Contribution to the team and organisation

- Assist in the planning and running of events, keeping our members at the forefront and seeking ways for them to be involved pre event and on the day
- Thank and steward supporters from across the regions and nations

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- Promote the brand of the organisation internally and externally
- Work within the organisation's policies and procedures including Equal Opportunities
- Carry out any other duties that may reasonably be required in the light of the main purpose of the job

### General responsibilities

- Actively encourage and support fundraising 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
- Respect and meet professional standards published by the Institute of Fundraising and Fundraising Standards Board

### Person Specification

#### Essential

1. Experience of supporting a geographically dispersed team through implementing administrative systems and processes
2. Excellent communication skills (written and verbal) appropriate to a supporter-facing role
3. Experience of working with and organising volunteers.
4. Good interpersonal skills with the ability to pro-actively develop and maintain working relationships within a small team
5. Proven organisational & time management skills
6. Ability to keep accurate and up to date records, sharing information as and when appropriate
7. High proficiency in use of MS Office (including Word, Excel, & Outlook) and the internet
8. Competent in the use of online databases such as Raiser's Edge
9. Experience of updating social media platforms
10. Knowledge of and ability to comply with safeguarding procedures and fundraising professional standards
11. 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 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.

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### 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.