

Programme Manager (Housing), London, October 2021 – Job Pack

Job title:	Programme Manager (Housing)
Department:	Policy and External Affairs
Reporting to:	Head of Research & Evaluation
Salary:	£47,000 per year
Hours:	35 per week
Location:	Can be based at home with a minimum requirement of two days every fortnight in London with regular travel to other locations in the UK as part of the role
Contract type:	Permanent

Aim and influence

- Lead the successful delivery of a new programme of work at Crisis about the role housing should play in ending homelessness
- Ensure all elements of the housing programme are co-ordinated across Crisis' service delivery, policy influencing innovation and best practice work

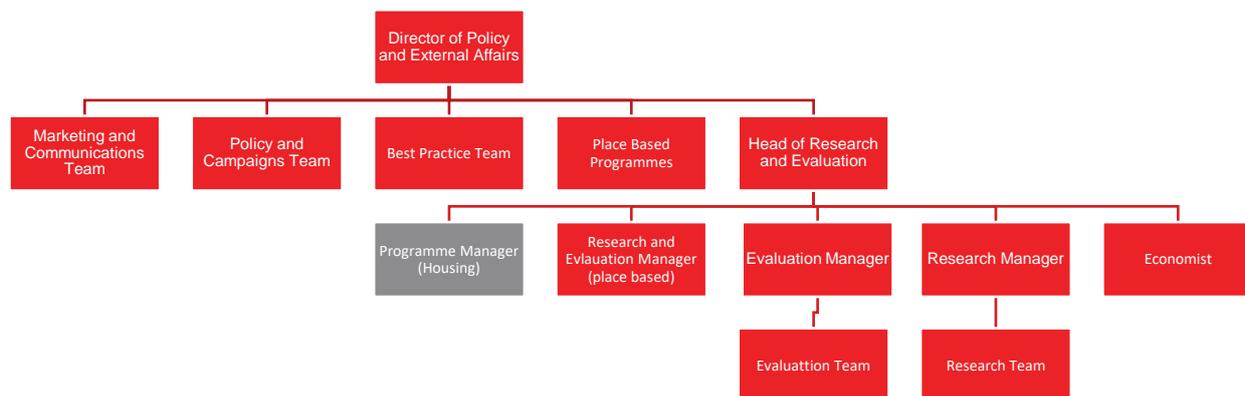
Financial and supervisory responsibility

- Responsibility of the project budget and monitoring

Other key details

Employees who can work from home are permitted to do so but are required to come into their work place on average, one day per week. Crisis has the right to ask staff to come in more frequently if necessary.

Organisational chart



Please note structure is subject to change

Job responsibilities

- Lead on the project management, implementation and oversee the delivery of Crisis' work on housing and housing-led solutions to ending homelessness
- Work with housing experts internally and externally (including charities, corporate partners and government bodies) to oversee and implement housing and housing-led solutions to homelessness.
- Manage a lived experience programme of work and ensure all elements of Crisis' work on housing are led by the voices of lived experience challenging the accepted practice and assumptions about being 'housing ready'
- Work with other teams across Crisis to co-ordinate opportunities and partnerships to support Crisis' work on housing and housing-led solutions
- Represent Crisis at meetings and events to promote the programme share knowledge and disseminate outputs from the programme

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- Co-ordinate service design and innovation projects across Crisis' Client Services and Enterprise and Innovation teams to identify opportunities for the housing programme.
- Lead on internal and external communications of the programme to ensure timely and transparent dissemination of the work
- Work with Crisis's Policy and Campaigns, Best Practice and Place Based Programme teams to support Crisis' policy development and influencing strategy, best practice framework and housing-led work across England, Scotland and Wales.

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 Significant experience and/or knowledge of project or programme management including different approaches such as agile
- 2 Knowledge of housing and/or homelessness issues
- 3 Ability to translate insight and evidence into practical solutions which resonates with housing and homelessness services, decision-makers, people with lived experience of homelessness and supporters
- 4 Experience and/or knowledge of managing change across programmes or organisations
- 5 Experience and/or knowledge of representing and working with people with lived experience of homelessness or a related issue such as healthcare, criminal justice system or living in low income housing
- 6 Experience of successfully delivering or co-ordinating multiple, high value, target-driven programmes simultaneously
- 7 Experience of developing detailed project plans, project risk assessments and project management systems
- 8 Excellent communication and influencing skills, with the ability to effectively communicate with a variety of audiences, and work with a complex range of stakeholders
- 9 Strong team player with track-record of working cross-organisationally and building strong relationships and networks

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- 10 Ability to provide sound advice and judgement based on knowledge and understanding, particularly when required to make quick decisions
- 11 Commitment to Crisis' purpose and values including equality and social inclusion and resolve to end homelessness through championing the voices of people with lived experience.

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?

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