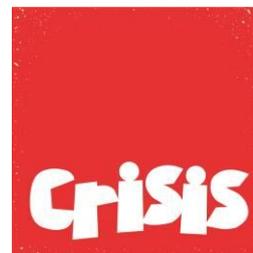


# Job Description



**Job title:** Head of Chief Executive's Office

**Department:** SMT Support

**Reporting to:** Chief Executive

**Salary:** £54,889 per year

**Hours:** 35 per week

**Location:** Based in London

**Contract type:** Permanent

## Aim and influence

- To ensure the Chief Executive is equipped with the support, information, insights and processes to enable them to operate with maximum efficiency, effectiveness and impact in leading the organisation.
- To enable the Chief Executive to work effectively with the Trustees in ensuring the good governance of the charity.
- To ensure (in part through the line management of the Executive Assistants to the Senior Management Team) that the Trustees and SMT are able to effectively deliver their responsibilities by having in place the logistics and diary support, reporting processes and project co-ordination support they need.

## Financial and supervisory responsibility

- This post line manages three Executive Assistants who support the Senior Management Team.
- Preparation and management of the Chief Executive's budget.

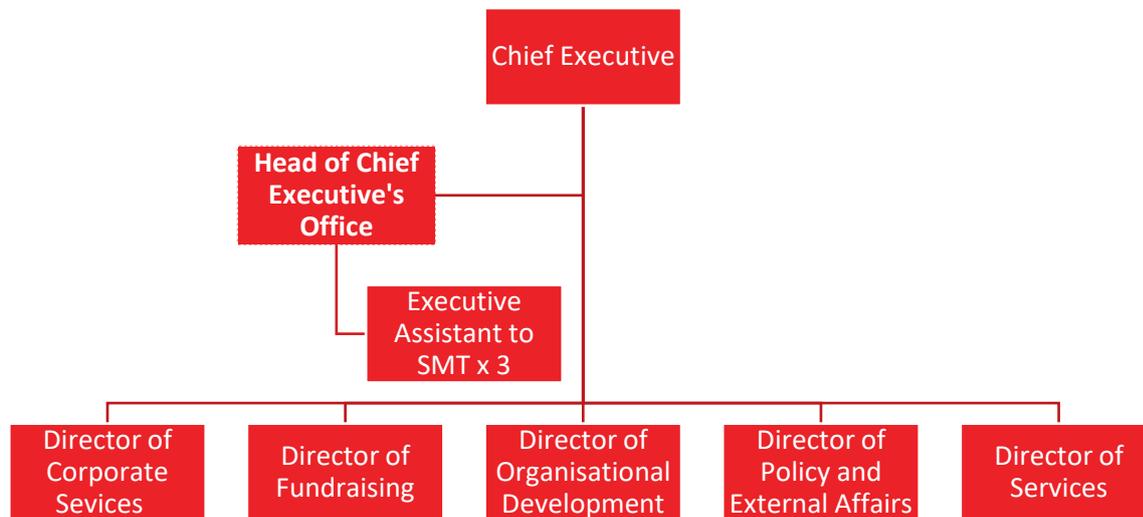
## Other key details

- Occasional travel e.g. to Crisis Skylights in Britain
- Occasional out of hours working e.g. to support Board meetings and annual carol services.
- Opportunity to work from home in line with Crisis policy and business need.  
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

### Effective senior support

- Ensure the Chief Executive has consistent, comprehensive, proactive executive support, including management of a busy and complex diary, through a combination of direct ownership and delegation to the appropriate Executive Assistant.
- Key Chief Executive relationships are effectively facilitated (e.g. royal patron, key high value and/or high profile supporters, sector chief executives, trustees, etc) and internal and external profile is balanced.
- Working with colleagues from across the organisation to ensure the Chief Executive has full and timely briefing and advisory support on all meetings, visits and events. Participating fully in those briefings where appropriate.
- Ensure the Chief Executive is up to date with all internal and external activities affecting the charity, including activities on social media.
- Supporting the weekly SMT meeting; owning the forward plan, ensuring agendas are developed in advance, actions are followed up, and decisions implemented
- Line management of SMT Executive Assistants, ensuring the Directors have effective secretarial support, diary management, logistics and project support
- Membership of the Strategic Leadership Group, the senior managers who work together on the development of strategy and role-modelling of Crisis's values
- Programme coordination of Crisis wide Christmas carol services and project management of the annual Crisis London carol service.

- Other projects as agreed with the Chief Executive.

### **Board Governance**

- Working closely with the Chief Executive, Director of Corporate Services, the Corporate Planning Governance and Assurance team and Board Chair, provide effective and comprehensive support to the Board of trustees.
- Secretariat support for the Board of trustees, including drafting of agendas and packs for Board meetings and all Board committees. Prompt production of minutes for each of those meetings, and working with the Company Secretary, Chair and Chief Executive to ensure all governance arrangements are in place in line with Crisis policies.
- Ensure that new Trustees are recruited and inducted by the Board.

### **General responsibilities**

- Develop and maintain an understanding of Crisis' work and the needs and circumstances of people facing homelessness.
- 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. Extensive experience supporting a high profile Chief Executive
2. Excellent communication skills, interpersonal skills and written skills with the ability to influence and negotiate when required, liaise effectively at all levels internal and externally, and prepare and present reports internally and externally
3. Excellent administration skills, including minute-taking, presentation preparation and a positive, assertive and resilient approach to prioritising and juggling varying pressures and conflicting priorities
4. Track record of providing in-depth and timely political, policy, donor and other briefings to a chief executive, and a good understanding and active interest in political and policy areas which impact Crisis, and broader trends and issues in the UK charity sector
5. Line management experience
6. Track record of proactive support for a board and senior management team, developing agendas, supporting the recruitment and induction of trustees

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7. An understanding of good governance in the charity sector
8. Strategic view and a willingness and ability to make a contribution to a wide range of discussions, sometimes beyond immediate personal expertise and experience
9. Experience of project management
10. Proven ability to maintain confidentiality and discretion
11. Commitment to Crisis purpose and values including equality and social inclusion.

### Desirable

12. Experience of preparing and managing a budget
13. Experience of giving presentations
14. Experience of working within the voluntary sector

*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.

**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](mailto:jobs@crisis.org.uk) for support.