



Job Description

Job title:	External Affairs Coordinator (Wales)
Department:	Policy and External Affairs
Reporting to:	Senior Policy & Public Affairs Officer (Wales Legal Review)
Salary:	£19,200 (£28,000 full-time equivalent)
Hours:	24 hours per week
Location:	South Wales but flexible in line with Crisis' home-working policy
Contract type:	Fixed-term (12 months)

Aim of role

- Provide secretariat support to the independent Expert Review Panel for the Welsh Government,¹ convened by Crisis, including administering the panel's work, stakeholder management, and arranging meetings and consultation events.
- Support Crisis Policy and Communications colleagues to deliver aspects of the Crisis external affairs strategy across Wales.

Other key details

- With a national focus across Wales, this role will involve external stakeholder meetings within Wales both online and in-person. It might also involve occasional travel within the UK if needed by the panel.
- To deliver the panel's work some flexibility may be needed, such as out of hours working (including evenings/weekend, Christmas period and occasional overnight stays). Time off in lieu (TOIL) will be given in accordance with Crisis's working hours and TOIL policy. The post-holder might also be asked to vary their regular working days from time to time to meet the panel's schedule.

¹ Welsh Government written statement, Establishing an Expert Review Panel for homelessness legislation in Wales
<https://gov.wales/written-statement-establishing-expert-review-panel-homelessness-legislation-wales>

- Working location will be flexible in line with requirements of the role and Crisis' home-working policy. This can include time in Crisis' external affairs office in Cardiff Bay or South Wales services headquarters in Swansea, and time working remotely or from home.

Organisational chart

The Policy & External Affairs directorate comprises the following teams:

- Policy and Campaigns
- Marketing and Communications
- Research and Evaluation
- Best Practice
- Place-based Programmes

Job responsibilities

- Work with the Senior Policy & Public Affairs Officer (Wales) to project manage and coordinate support for the panel and managing stakeholders.
- Efficiently administering the panel's meetings and consultation processes, including venue booking and online meeting management, issuing meeting papers, and collating consultation responses.
- Work closely with a range of experts on the panel, professionals working outside housing/homelessness, people with lived experience of homelessness, government officials, policy and research stakeholders, and frontline workers.
- Working in a sensitive way to support the panel and helping facilitate a constructive debate on homelessness law in Wales.
- Ad hoc support to the Senior Policy & Public Affairs Officer (Wales), including helping with desk research, mapping stakeholders etc.
- Contribute to the external communication of the panel's work.
- Development opportunities to help produce content for the panel, such as communications, website content and social media.

General responsibilities

- Flexibility to carry out reasonable duties that might be required in line with the job description and to meet the panel's objectives.
- Follow Crisis policies and procedures, including health and safety, and work to Crisis' values. Also to work within the Expert Review Panel's terms of reference and agreed ways of working.

Person specification

Essential

1. Experience supporting administrative processes and the ability to develop and manage administrative processes for the Expert Review Panel.
2. Strong organisational skills to prioritise workload and manage time and resources.
3. Ability to work accurately to deadlines.
4. Excellent written and oral communication skills, and interpersonal skills to develop and maintain working relationships with different stakeholders.
5. Good working knowledge of office software (e.g. MS Office)
6. Able to represent Crisis to external organisations and individuals.
7. Ability to work as part of a team, sharing information, problem-solving and contributing to projects.
8. Commitment to Crisis' purpose and values including equality and social inclusion

Desirable

- Experience of working in the housing/homelessness sectors and/or lived experience of homelessness

Our approach to diversity

We believe diversity is a strength, and our aim is to make sure that Crisis truly reflects the communities we serve. We are actively working towards our organisation being a place where everyone can thrive and make their best contribution to our mission of ending homelessness for good. We know that the more perspectives, voices, and experiences we can bring to this work, the better. We particularly welcome applications from people who have lived experience of homelessness, and people from all marginalised groups, communities and backgrounds.