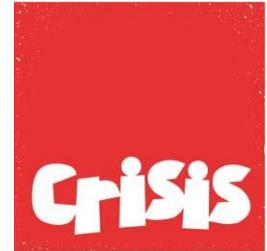


Job Description



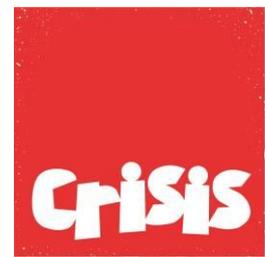
Job title:	Executive Assistant to the Chief Executive & Senior Management Team
Department:	Chief Executive
Reporting to:	Head of Chief Executive's Office
Salary:	£36,248 per annum
Hours:	35 per week
Location:	Based at Crisis Skylight London
Contract type:	Permanent

Aim and influence

- To support the Chief Executive, Senior Management Team and Trustees by ensuring that they have the administrative, logistical, diary and project co-ordination support they need to effectively and efficiently lead the organisation as part of small executive support team led by the Head of Chief Executive's Office
- Provide broad administrative (including financial) and project management support to the Senior Management Team including complex diary management, travel coordination, meeting and event support

Other key details

- 35 hours per week, Monday to Friday. Occasional out of hours work such as at key Crisis events and other business meetings as required for which TOIL applies
- Based at the London office with some travel within the UK
- Working from home is an option in line with Crisis' homeworking policy. This role is required to be in the office for a minimum of two days a week



General responsibilities

- Cover holiday and other absences within the team; carry out any other duties that may reasonably be required in the light of the main purpose of the job
- Actively encourage and support member involvement within Crisis
- Develop and maintain an understanding of Crisis' work and the needs and circumstances of homeless people
- Comply with Crisis policies and procedures, including Health and Safety policies, for which all employees owe a duty of care both to themselves and others, in accordance with the Health and Safety at Work Act

Person Specification

Essential

1. Experience of providing a full range of executive support to a Senior Management Team or Board including diary management
2. Excellent administrative and organisational skills, with strong attention to detail
3. High standards of computer literacy including key MS Office packages (Excel, PowerPoint)
4. Ability to work collaboratively as well as on own initiative, with a strong proactive approach to ensuring all required support is in place ahead of time
5. Good project planning and co-ordination skills, and experience of organising events, meetings and receptions
6. Excellent interpersonal skills with the ability to build relationships and liaise effectively and confidently at all levels internally and externally
7. Excellent written skills, including preparing and presenting briefings and reports
8. Proven ability to maintain confidentiality and discretion
9. Commitment to Crisis' purpose and values including equality and social inclusion.

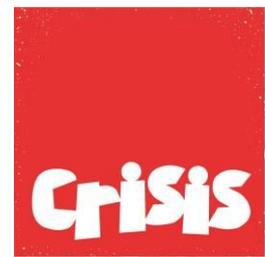
Desirable

10. Knowledge and understanding of, and interest in homelessness
11. Experience of working within the voluntary sector
12. Experience of working closely and collaboratively with other Executive Assistants.

We encourage applications from all sections of the community and particularly from people who have lived experience of homelessness.



**Together
we will end
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 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?

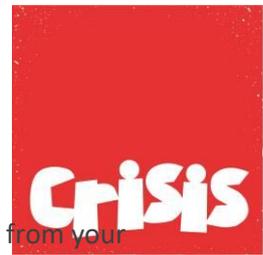
It is important that you complete all sections of the online application form to ensure that the recruiting panel understand your interests, skills, behaviours, knowledge and experience.

Shortlisting is mostly based on the information you provide in the assessment form section.

Support your statements with specific examples that show how you meet each of the person specification points. You may wish to use the **STAR approach**:

S or T – Situation or task





Describe the situation or the task that you had to complete. It could be something from your previous employment or personal experience – just make sure it's relevant. Given enough detail for the person shortlisting to understand what was involved

A – Action

Describe the action you personally took to resolve the situation or task. Explain the process/steps you took. Even if you are describing a group project, describe what you did rather than what the team did as a whole

R – Result

This is the crucial part of the answer. Explain how your actions resulted in a successful outcome. Talk about what you achieved, the benefits and what you learned.

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 all 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.

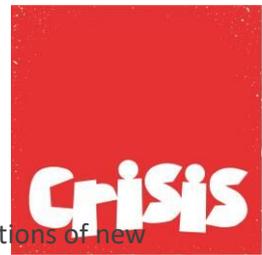
Can I get feedback after my interview?

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?



Executive Assistant to the Chief Executive & Senior Management
Team, London, May 2022



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 HR Team jobs@crisis.org.uk for support.

