

## Christmas Policy & Procedure Officer, July 2021 – Job Pack

**Job title:** Christmas Policy and Procedure Officer

**Department:** Client Services

**Reporting to:** Procedure and Governance Manager

**Salary:** £38,552 per year

**Hours:** 35 per week

**Location:** Based in London

**Contract:** Fixed term contract for 12 months

### Aim and influence

- To lead on work with the Crisis at Christmas team to ensure that policy standard, policy development, roll-out and monitoring processes are in place
- To work with client services staff, Crisis at Christmas volunteers, volunteering and member involvement teams to ensure that policies and procedures are developed collaboratively with members, volunteers and client services staff
- To work with the Procedure and Governance Manager to ensure that robust Governance structures are in place, including recording, monitoring and reporting systems that support the management of risk and performance and drive continuous improvement for the future delivery of Crisis at Christmas

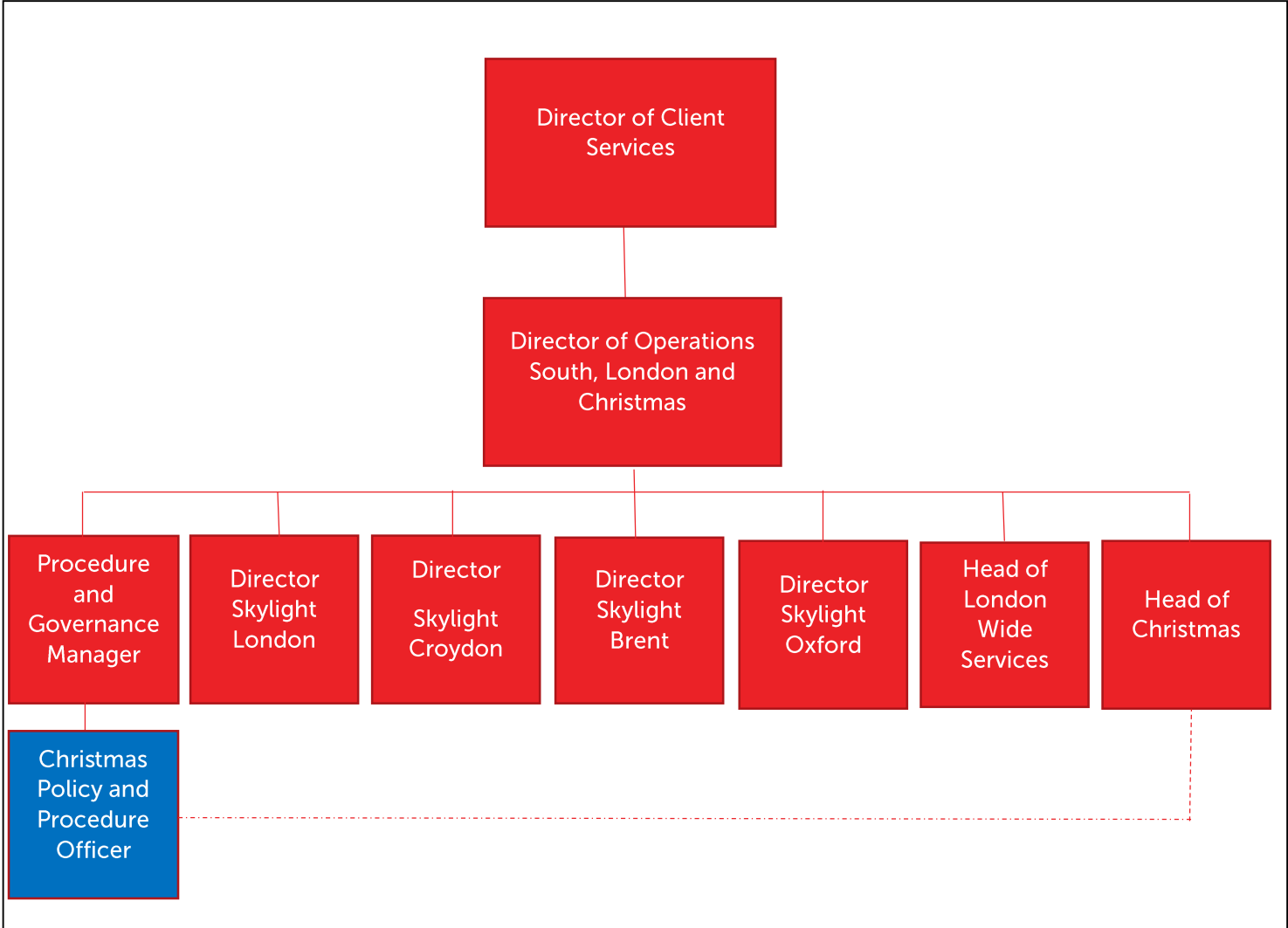
### Financial and supervisory responsibility

- Report to the Procedure and Governance Manager and support the work of the Client Services leadership team in ensuring the development, delivery and continuous improvement in operational delivery
- Establish and maintain critical links with Crisis at Christmas staff, other relevant client services teams and other teams within Crisis - including Research and Evaluation; Health and Safety; Best Practice; Data and Technical; the Member Database team; Volunteering and Member Involvement
- Liaise with relevant external stakeholders

### Other key details

- Travel may be required across the UK for meetings, including overnight stays
- A satisfactory enhanced disclosure from the Disclosure Barring Service is required for this role to check suitability to work with adults at risk and young people.
- Working from home may be considered in line with Crisis' homeworking policy.

Organisational chart



Please note structure is subject to change

Job responsibilities

Monitoring and quality

- Ensure the Crisis at Christmas team understand and adhere to quality systems.
- Work in collaboration with the Crisis at Christmas Leadership team to instil a culture of continuous improvement.
- Ensure that Crisis at Christmas are supported to follow the agreed policies and procedures by ensuring that both robust monitoring and review systems are in place and that improvement actions are consistently identified and completed
- Collaborate with the Member Database (MAPS), Data and Technical and Research and Evaluation teams on the development of reports for Crisis at Christmas and other related services in client services to ensure that they have the right information to

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monitor performance and service delivery and report accurately to the Senior Leadership Team, Trustees and Funders

- Collaborate with the Crisis at Christmas team to identify internal reporting requirements, such as safeguarding and incident reporting, and ensuring reports are developed so that they can be completed, are accurate and submitted in a timely manner
- Collaborate with the Crisis at Christmas Volunteer Manager to identify training requirements and to ensure volunteers are involved in the development of training
- To lead on the review of current policies and procedures within Crisis at Christmas, prioritise and develop a policy review schedule and ensure this forms part of the client services policy and procedure review schedule
- Ensure that all policies and procedures are up to date and systems are in place to ensure they are regularly reviewed and fit for purpose

### 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 require

### Person Specification

#### Essential

- 1 Understanding of developing and implementing internal audit processes within an organisation
- 2 Understanding of developing qualitative and quantitative data to inform decision making and drive continuous improvement within organisations
- 3 Experience in developing policies, processes, and procedures
- 4 Experience of project planning and delivery, including monitoring and evaluation, and working to targets
- 5 Excellent written skills, with proven ability to research, develop an in depth understanding of legislation and apply this to write accessible, clear policy documents and reports for a range of audiences.
- 6 Excellent verbal communication skills, with ability to communicate effectively at all levels, including ability to convey complex information in an accessible way
- 7 Excellent organisational skills, including the ability to manage a high-volume workload and manage conflicting priorities

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- 8 Able to maintain accuracy and attention to detail in a busy working environment
- 9 Experience of managing successful relationships across organisations and externally with colleagues, clients, volunteers and external partners
- 10 Comfortable working autonomously and proactively, alongside being a strong team player
- 11 High standard of computer literacy including use of databases, key MS Office packages and experience of using SharePoint
- 12 Knowledge of and ability to comply with safeguarding procedures
- 13 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 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 HR 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.

**Please note!** If you don't provide full responses in the 'Assessment Form' section, 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.

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### **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

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