

Administrator, Christmas, July 2021 – Job Pack

Job title:	Administrator Christmas Team
Department:	Client Services
Reporting to:	Activities Coordinator
Salary:	£26,811 per annum
Hours:	35 per week
Location:	London
Contract type:	Fixed term from 1 st Sept – 31 st Jan 2022

Aim and influence

- To support the Christmas team by ensuring they have the administrative, logistics, diary and project coordination support to effectively run the project
- Support the annual temporary team recruitment and induction schedule
- Administer team meeting schedule, including taking minutes of action points and decisions
- Support the Activities Coordinator with the digital activities offer

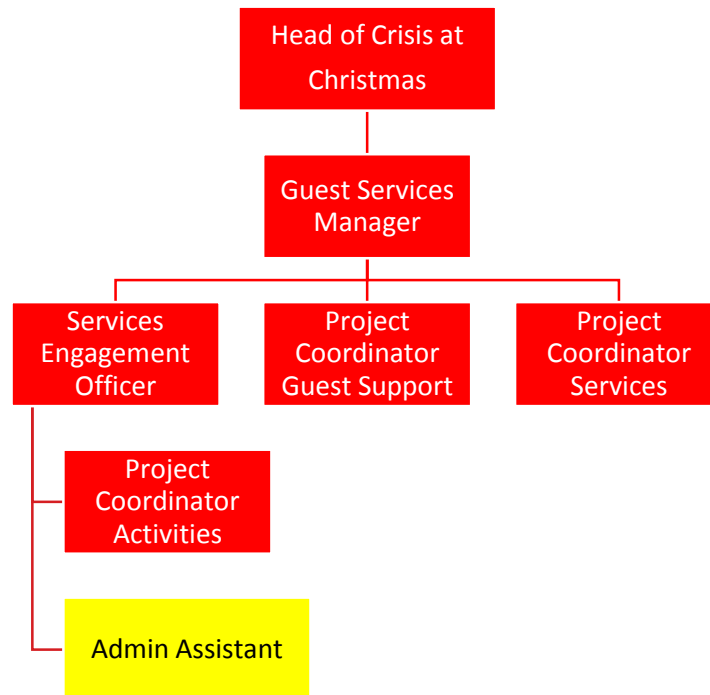
Financial and supervisory responsibility

- Manage the day to day financial administration, including credit card statements, purchase orders, invoices and petty cash reconciliation particularly during the Crisis at Christmas event. Liaise with donors on payments in line with budgetary expenditure.

Other key details

- 35 hours per week, some evening and weekend work may be required.
- The role will be required to work flexible hours to respond to the fluctuating nature of the demands on the service and team members.

Organisational chart



Job Responsibilities

Administration

- Support the activities coordinator to programme in a series of on-line workshops, ensuring they are accessible from Christmas phone app and website
- To support the team in keeping accurate records, ensuring data is available to monitor progress of the project as a whole
- Develop administration systems to ensure the smooth running of the Christmas project team
- Collation and distribution of papers for project groups and team meetings, including minute taking.
- Coordinate staff team meetings and staff team events including trainings, briefings and de-briefs
- Maintain the C@C area of Connect with relevant news items and updates on activities of the team and ensuring they are visible across the organisation.
- Coordinate staff team meetings and events including training, briefings and de-briefs
- Ad hoc administrative and logistics support for the team.

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Relationships and influence

- Actively encourage and support member involvement within Crisis
- Comply with Crisis policies and procedures, including Safeguarding and 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.
- Carry out duties that may reasonably be required in the light of the main purpose of the job.

Person Specification

Essential

1. Experience of providing administrative support including general office duties and maintaining accurate records
2. Ability to deal tactfully, calmly and effectively with a wide range of people from within and outside the organisation
3. Strong interpersonal skills including effective written and verbal communication skills
4. Experience of working with volunteers
5. Experience of setting up and maintaining administration systems and using databases.
6. Ability to work co-operatively as part of a team
7. Good working knowledge of Word, Excel and Outlook
8. 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 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

Administrator, Christmas, July 2021 – Job Pack

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.