

Job Description



Job title:	Built for Zero Coaching Lead
Department:	Policy and Social Change
Reporting to:	Head of Built for Zero
Salary:	£52,820 per annum
Hours:	35 per week
Location:	Any Crisis Skylight (Working from home is an option in line with Crisis' hybrid working policy)
Contract type:	Permanent

Built for Zero is a data and evidence-led method of ending homelessness designed to bring together communities around a common shared aim to end homelessness. The model began in the US with over 100 communities now adopting the approach and many seeing homelessness now at functional zero. The model is also being used in Canada and Australia with similar results.

Crisis are pioneering this approach in GB, by supporting local authorities and other agencies to find solutions to their local challenges and facilitating ways of working which optimise local systems, accelerate and promote good practice, and drive continuous improvement. The BFZ Adviser will play a key part in building relationships, managing projects, and implementing and assessing progress to achieve the goals set by the community.

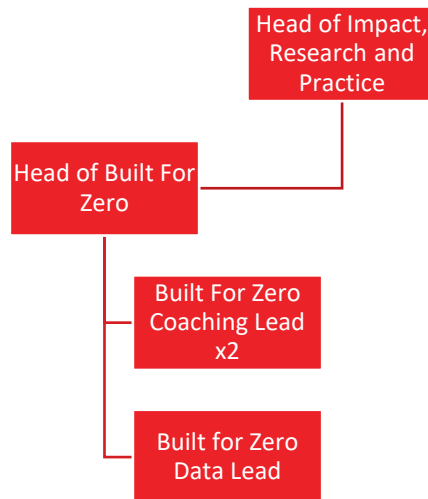
Aim and influence

- To inspire, coach and support communities to deliver Built for Zero in their local areas, by building capacity in their locality which works to achieve reductions in homelessness.
- To clearly and compellingly present BFZ as a solution to ending homelessness by promoting and encouraging new communities to join Built for Zero across England, Scotland and Wales

Other key details

- The post will require frequent travel to meet with colleagues, agencies and local authorities across Great Britain. This may involve overnight stays

Organisational chart



*Please note this structure is subject to change.

Job responsibilities

- Coach and consult with targeted communities to help them to achieve improvements to reduce the number of individuals experiencing homelessness month to month, improving the trajectory toward reaching functional zero
- Support communities to develop a plan including goals and milestones and a governance structure by assessing their training needs and delivering appropriate training as needed.
- Work with communities to obtain and sustain quality data to use in their improvement work to end homelessness by collaborating with other to achieve this team goal.
- Monitor performance of communities in reaching functional zero by analysing information and correlating complex insights and support them to adapt and plan where necessary.
- Support communities to test ideas and track results, making improvements where needed using an iterative and agile approach and support strengthening of partnerships with non-homelessness system specific institutions or groups
- Facilitate meetings and workshops by clearly and compellingly present on Built for Zero learning, methods, outcomes and/or offerings to community leaders and stakeholders ensuring all participants have an equal voice
- Help facilitate regular and consistent sharing of learning across Built for Zero UK and global communities to encourage learning and help identify areas for improvement



- Celebrate achievements of local communities and share progress with other communities.

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 required

Person Specification

Essential

1. An understanding of housing and homelessness policy across the UK and the practical implications for delivery by local authorities, together with knowledge of the statutory framework under which Local Authorities and wider public bodies are obliged to operate, preferably across England, Wales and Scotland
2. Experience of delivering and developing training methods that focus on performance improvement
3. Ability to plan intervention programmes to assist performance and experience of development of monitoring mechanisms to obtain feedback regarding effectiveness.
4. Experience of motivating teams, bringing participants together and building capacity.
5. Ability to communicate with a range of stakeholders and experience of robust conversations and negotiation. Demonstration of a collaborative work ethic with a willingness to shift easily between various responsibilities with diverse stakeholders.
6. Experience of delivering and facilitating workshops and meetings and ability to deliver well thought-out and adaptable sessions.
7. Ability to manage and handling multiple tasks in a fast-paced, dynamic team environment and manage complex projects.
8. Strong analytical skills with the ability to collect, organise, analyse and disseminate significant amounts of information with attention to detail and accuracy and use this to inform decision making as well as generating insights for improvement
9. Experience and understanding of Agile (or similar) principles of project management together with some understanding of service design and its value
10. Commitment to Crisis' purpose and values including equality and social inclusion.

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 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.

Does Crisis use Artificial Intelligence (AI) technology for shortlisting?

Crisis does not use AI technology for shortlisting applications or throughout our recruitment process.

Can I use Artificial Intelligence (AI) technology for my application?

We strongly discourage applicants from using AI technology at any stage of the recruitment process. This is so we can run a fair, transparent process which gives all applicants an equitable chance of success. We want to hear about your own experience and perspectives in your application and if shortlisted, during the interview too.

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.



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