

# Job Description



<b>Job title:</b>	Changing Lives Programme Coordinator
<b>Department:</b>	Commerce & Enterprise
<b>Reporting to:</b>	Changing Lives Manager
<b>Salary:</b>	£34,324 per annum
<b>Hours:</b>	35 per week
<b>Location:</b>	London with travel across the UK (we are open to a range of flexible working options, in line with Crisis' Hybrid-Working Policy)
<b>Contract type:</b>	Two-year fixed term contract

## Aim and influence

This role is responsible for supporting the delivery of Crisis' [Changing Lives](#) programme; playing an integral role in enabling people with lived experience of homelessness to reach their work goals through grant funding and wraparound support.

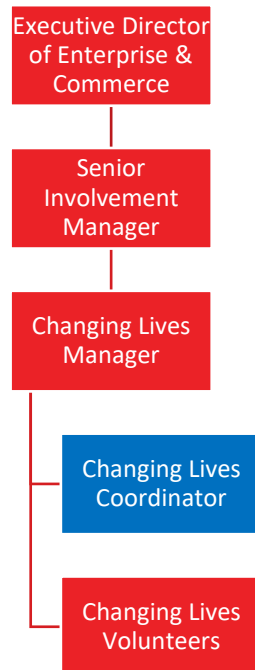
- Work closely with people with lived experience of homelessness to support them to apply for Changing Lives grants and access wraparound support
- Provide programme coordination expertise to deliver Changing Lives' wraparound support and activities for grantees across the UK
- Be a central point of contact for all queries and administrative support needed within the Changing Lives Programme

## Other key details

- Crisis' current hybrid working policy requires staff to work from a Skylight or a Crisis Office for at least one day a week or two days per fortnight
- Evening and weekend work may be required for which TOIL in line with the policy will be given
- A satisfactory standard disclosure from the Disclosure and Barring Service is required for this role

## Organisational chart

*Please note structure is subject to change*



## Job responsibilities

### Application Management

- Onboard prospective applicants by communicating the programme offer, eligibility criteria, application process, and wraparound support available.
- Provide tailored support to guide individuals and frontline workers through the application process. This includes working with applicants to; define their goals, explore their available options and reviewing applications before submission.
- Help service users develop clear employment pathways
- Assist those seeking self-employment with business plans, competitor analysis, and financial forecasts.
- Manage robust decision-making processes through organising, preparing, and facilitating monthly panel meetings with external stakeholders.
- Sharing outcomes and feedback sensitively and administering follow-up for grant awards in a timely manner.



- Work with the Changing Lives Manager to build strong relationships with frontline service teams and service users to encourage applications.

### **Wraparound Support**

- Facilitate conversations with applicants and frontline workers to build a detailed understanding of areas for development for individuals to reach their work goals.
- Deliver regular programmes of support and community-building for grantees and alumni to access growth and success beyond their grants.
- Manage attendance of grantees and alumni to Crisis-delivered wraparound support activities, sharing communications, event invites, and feedback forms.
- Work with the Changing Lives Manager to collaborate with volunteers, corporate partners, and Crisis' network to facilitate the delivery of wraparound support.

### **Programme Administration**

- Create and manage effective administrative and application systems to support the best-practice delivery of the programme.
- Process queries about applications, grant payments, monitoring progress and return of receipts.
- Maintain records of grant applications across various stages, alumni mailing lists, and wraparound support engagement.
- Process timely grant information through the client information systems.

### **Monitoring and Evaluation**

- Track and measure the success of elements of programme, creating evaluation reports to demonstrate outcomes and improve the effectiveness of the service.
- Work with the Changing Lives Manager to ensure applications meet relevant targets on number of applications received and awarded.
- Collaborate with the Corporate Partnerships and Stories teams to collect qualitative information such as stories, quotes, videos, and pictures to demonstrate the impact of the programme.
- Track grantee and alumni engagement in wider Crisis activities and member involvement.





### General responsibilities

- Proactively seek out opportunities to promote and support member involvement within Crisis
- Develop and maintain an understanding of Crisis' work and the needs and circumstances of people facing homelessness
- 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 etc Act.
- Comply with all Crisis policies and procedures and promote good practice as relates to Safeguarding and Equality, Diversity & Inclusion
- Supervise, guide or direct volunteers where necessary
- Work collaboratively across departments to support Crisis' mission to end homelessness
- Commitment to the utilisation of Crisis' chosen IT Systems
- Competent in the use of laptops, desktop PC's and headsets
- Competent in the use of Microsoft applications i.e.: MS Outlook, MS Teams, MS Word and MS PowerPoint along with the use of online applications, for example Zoom and web browsers - Google Chrome or Microsoft Edge
- Carry out any other duties reasonably associated with your role

### Person Specification

#### Essential

1. Experience in supporting the delivery of grant/employment programmes, or similar.
2. Ability to think creatively, analytically, and empathetically in supporting applications and how to best empower others towards success in work goals.
3. An understanding of education, employment and self-employment matters and how success can be achieved in these areas.
4. Experience of researching application information, assessing findings, and producing recommendations for the outcomes of applications.

5. Experience in relationship building across diverse communities and experiences with a range of stakeholders i.e. service users, frontline teams, volunteers.
6. Able to use insights to enhance programme delivery and better serve those it supports.
7. Ability to communicate information clearly in written, verbal, and in-person to a variety of audiences.
8. Ability to effectively manage your own workload and ensure deadlines are met.
9. Knowledge of and ability to comply with safeguarding procedures.
10. Commitment to Crisis' purpose and values
11. Commitment to equality, diversity and inclusion

**Desirable**

1. Experience of delivering projects and services to people experiencing homelessness
2. Understanding of employment pathways and entrepreneurship.
3. Experience of supporting communities of expertise, particularly within employment, self-employment, or education

*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 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](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.

**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 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 Recruitment Team [jobs@crisis.org.uk](mailto:jobs@crisis.org.uk) for support.



