

Job Description



Job title:	Christmas Stories Officer
Department:	Brand, Marketing and Fundraising
Reporting to:	Stories Lead
Salary:	£39,926 per annum
Hours:	35 per week
Location:	London office based with working from home in line with Crisis' hybrid working with some travel
Contract type:	Four-month Fixed Term Contract – Ideal start date Friday 30 September 2024

Aims and influence

- To support people accessing Crisis at Christmas services in London and across Great Britain to share their stories through Crisis in line with best practice guidelines
- To support colleagues in the stories team by completing write-ups of stories from the Christmas period
- To project manage the review and sign-off process for stories from the Christmas period

Financial and supervisory responsibility

- This role has no line management or budget management responsibility

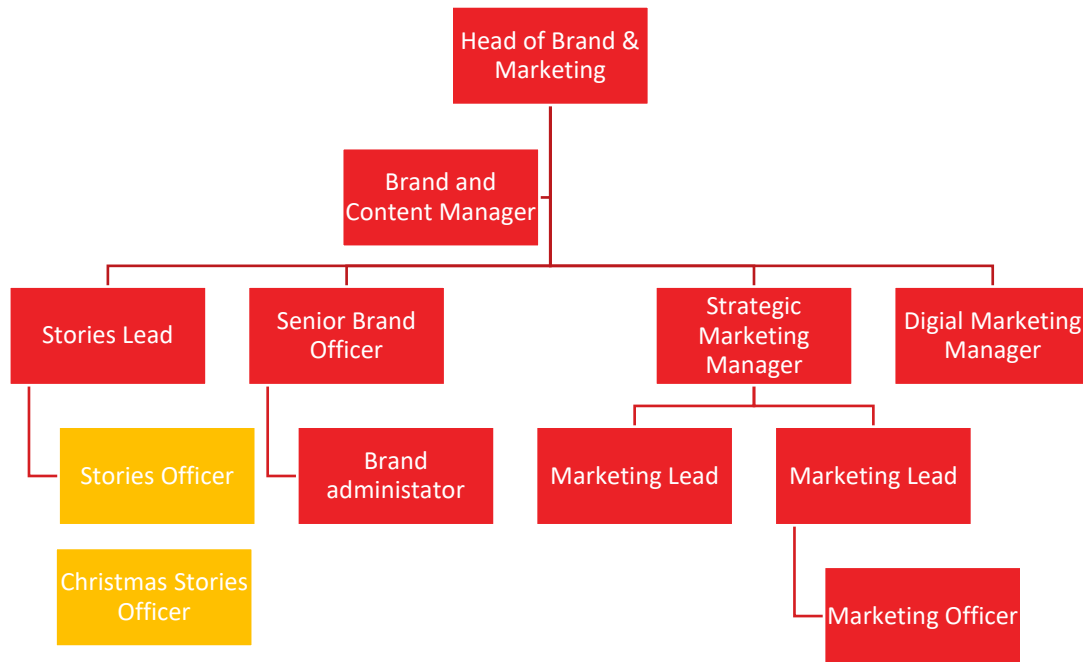
Other key details

- Requires some occasional evening, public holiday and weekend work, particularly over the Christmas period. This is likely to include 26-27-28-29 December. Time off in lieu will be given in accordance with Crisis TOIL policy.
- Team days in the office are currently Tuesdays and/or Thursdays. The post holder will be expected to work from the London Skylight on one of those days as a minimum unless other duties take them elsewhere.
- Requires travel within the Great Britain (England, Scotland and Wales) in December and January.



**Together
we will end
homelessness**

Organisational chart



Job responsibilities

- Support Crisis members who have lived experience of homelessness and people accessing Crisis at Christmas services to share their story by providing them with information in advance, obtaining informed consent, conducting interviews that help them to frame their story, supporting them to review their story, and keeping them informed throughout the process.
- With the support of the Stories Lead and the Brand and Content Manager, finalise and deliver plans for gathering stories over the Christmas period.
- Write up stories from interview transcripts in line with Crisis framing guidelines and foregrounding the voice of the interviewee.
- Work collaboratively with team members on edits for other story formats, including video.
- Collaborate with people sharing their stories to produce creative visuals or multimedia content to support their story, including but not limited to portrait photography, creative approaches to anonymous photography or visuals, or video interviews.
- Upload stories to the Crisis Content Hub and ensure they are linked to related files, including consent forms and photos or videos.
- Build relationships with people who share their stories with Crisis, ensuring they feel supported and informed, and identify individuals who it may be possible to follow up with for updates at a later date.
- Follow processes to ensure people who share their stories are treated with the highest level of dignity and respect throughout the process.

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- Work within agreed policies and procedures around consent, record keeping, safeguarding and data protection.
- Respond to requests and briefs from colleagues for stories to support a wide range of communications projects and campaigns by identifying appropriate existing stories and following the processes to support the individual(s) to make informed choices about participating.
- Collaborate with the media team to identify and support people willing to share their stories with print, online and broadcast media over the Christmas period.
- Contribute data to monitoring processes to report on the impact of stories to both individuals who share their stories and Crisis staff.
- With support from the Stories Lead, provide briefing for staff involved in story gathering over the Christmas period.
- Evaluate story gathering plans and outcomes against initial objectives.
- Support on maintaining a bank of stories on the Crisis Content Hub, including completing a backlog, uploading and tagging new stories and related content, monitoring content and archiving or re-consenting where consent is about to expire, and maintain processes that log where each story is shared.
- Provide cover for the Stories Officer and support with additional projects as required.
- Ensure that any safeguarding concerns are identified and reported in line with Crisis' procedures.

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. Ability to interview individuals about their experiences sensitively and to frame follow-up questions to support individuals to build their own narrative
2. Ability to build relationships and rapport with a wide range of people
3. Excellent writing and editing skills
4. Ability to work independently to plan and manage your own work
5. Attention to detail and a commitment to maintaining the systems and processes needed to support individuals sharing their stories safely and ethically

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6. Understanding of the importance of protecting the dignity of people who are sharing their stories and experiences
7. Ability to work as part of a team towards shared goals and objectives
8. Computer literate with experience of using Microsoft Office programmes
9. Knowledge of and ability to comply with data protection regulations and safeguarding procedures
10. Commitment to Crisis' purpose and values including equality and social inclusion

Desirable

1. Experience of basic project management
2. Experience of using digital asset management systems or other databases
3. Ability to take high quality photographs

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 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.

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?

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If your query has not been answered above, you can contact the Recruitment Team jobs@crisis.org.uk for support.