

Employment Brokerage Officer Job Pack, April 2024

Job title:	Employment Brokerage Officer
Department:	Client Services
Reporting to:	Employment Brokerage Manager
Salary:	£38,102 per year
Hours:	35 hours per week
Location:	Based in our Crisis Skylight London, 50-52 Commercial Street, E1 6LT
Contract type:	Permanent

Aim and influence

- Delivery of a London-wide employment procurement service providing employment opportunities to members across 3 London Skylights and the London-Wide Teams.
- Secure and sustain new and existing high-quality job brokerage relationships with employers to facilitate employment routes for members as part of ending their homelessness sustainably.
- Partner with the 3 London Skylights and London-wide Services to identify job opportunities within existing employer base and follow-up on leads provided from coaching services.
- Carry out deep-dive member screenings to ensure suitability and move members from screening through application to job start.
- Work with all lead workers across client services in London to ensure members maximise on job opportunities

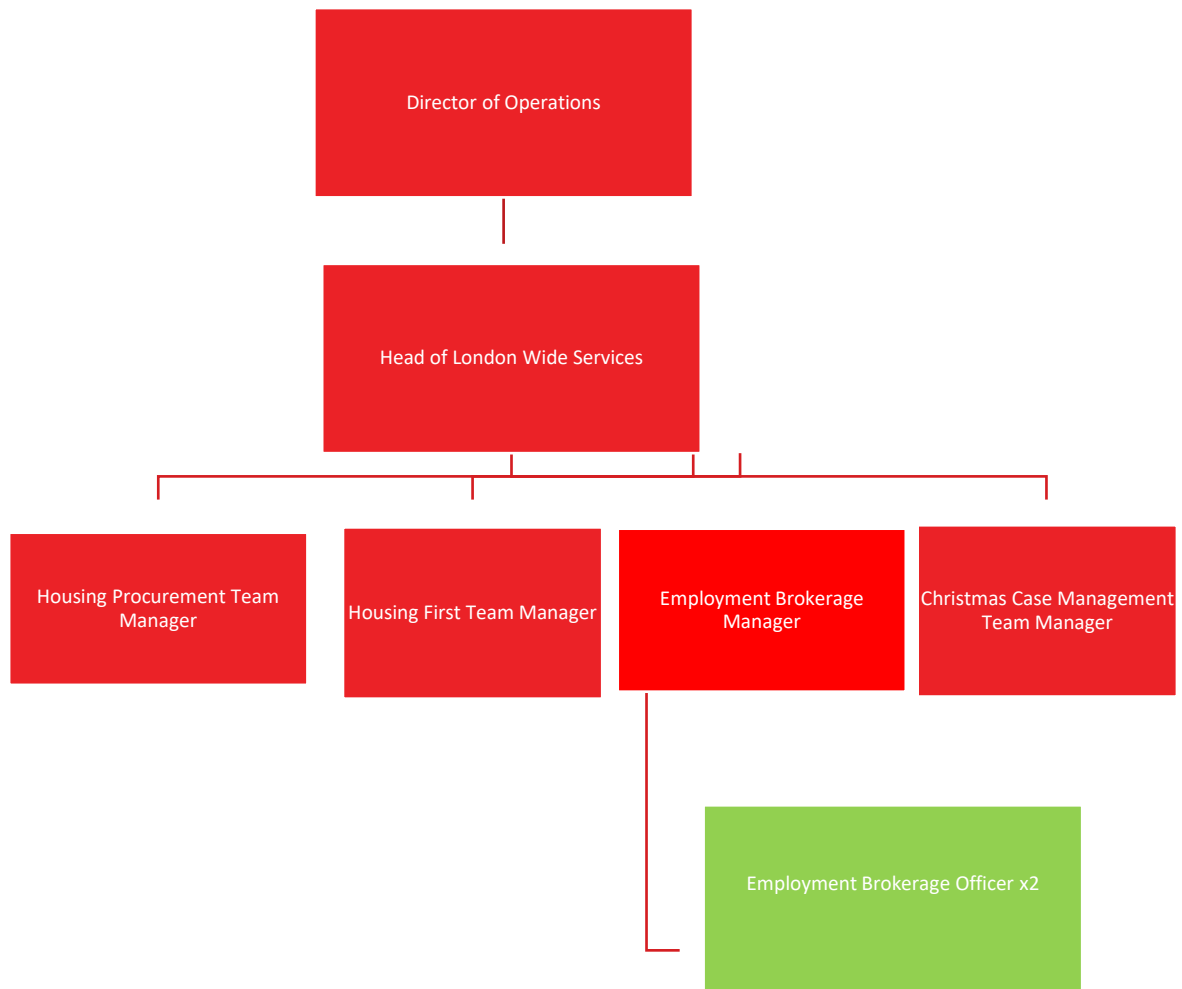
Financial and supervisory responsibility

- Supervision of volunteer, including 'member' volunteers
- Maintain accurate records of expenditure compliant with Crisis' financial procedures and any delegated budgets

Other key details

- Up to two days working from home may be considered in line with Crisis' homeworking policy
- Requiring frequent travel across London and occasional across the UK.
- The role involves working with vulnerable adults and young people and so a satisfactory enhanced disclosure from the Disclosure and Barring Service is required
- Some evening and weekend work may be required, time off in lieu will be given in accordance with Crisis' TOIL policy

Organisational chart



Please note structure is subject to change

Job responsibilities

- To implement and deliver on the policies processes, procedures needed to create a successful London-wide employment brokerage service which supports the 3 London Skylights and London-wide Services
- To create successful partnerships with employers, corporate partners and other stakeholders, to maximise the supply of suitable employment opportunities and maintain these relationships, being the main point of contact for the employer and drawing up SLAs where appropriate.
- In partnership with colleagues in the 3 London Skylights and London-wide Services create member screening policies and processes to ensure the efficient delivery of the service.
- Working with lead workers to facilitate the onboarding of Crisis members into work troubleshooting any difficulties, whilst meeting performance targets as agreed with line manager.

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- Assist the Brokerage Manager with organising London-wide Employment Platform event(s) in partnership with the 3 London Skylights and London wide Services, which meets the needs of members of all these services across London.
- Undertake member eligibility checks and work alongside lead workers ensuring a member sticks to their employment plan.
- Work in partnership with all client service teams across London to identify employment needs of members and identify employers who can deliver employment opportunities for all members in services across the London region.
- Develop and maintain relationships with colleagues within the 3 London Skylights and London-wide Services to understand employment needs of their members in order to identify suitable partnerships.
- Support the Brokerage Manager to develop a strategy (to include marketing) aimed at increasing the supply of good quality employment opportunities to be made available to Crisis members through media platforms, whilst ensuring that all employment opportunities sourced meet health and safety standards and legal requirements.
- Attending recruitment open days and employer job fairs
- To be aware of potential risk and vulnerabilities posed by and to Crisis members. Respond appropriately to these, looking for ways to include and support our members as much as possible when identifying potential employment opportunities with support from other Crisis staff.
- Keep up to date with future recruitment events, job fairs and skills initiatives and maintain labour market awareness
- Take a proactive approach to ensure safeguarding is embedded in all areas of work and that any safeguarding issues are raised accordingly in line with the organisation's Safeguarding Policy

General Accountabilities

- 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 Experience in developing and managing strong relationships with local/national employers in order to provide opportunities for vulnerable clients.
- 2 Ability to communicate information clearly and concisely both verbally and in writing.
- 3 Understanding of homelessness and the barriers people face in accessing training and employment whilst homeless
- 4 Ability to work on own initiative as well as being a strong team player who is able to build strong relationships with colleagues in client services and across Crisis.
- 5 Possess excellent customer care, problem solving and negotiation skills.

- 6 Ability to manage time effectively and multi-task whilst delivering against a number of priorities.
- 7 Possess high level communication, interpersonal and presentation skills and understand its importance in both participant relationships and stakeholder engagement.
- 8 Possess excellent organisational and time management skills, prioritising and managing work according to deadlines and performance targets.
- 9 Ability to engage positively and proactively with diverse communities and ability to work in the heart of the communities.
- 10 Proficient in the use of information technology, including Microsoft Office (including Word, Excel, & Outlook), databases and the internet
- 11 Sound knowledge of health and safety issues and safeguarding procedures, with an ability to write and manage risk assessments.
- 12 Commitment to Crisis's 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 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.