



# Job Description

<b>Job Title:</b>	Events Coordinator (Christmas)
<b>Department:</b>	Client Services
<b>Reporting to:</b>	Volunteer and Involvement Lead
<b>Salary:</b>	£29,505 per annum (FTE)
<b>Hours:</b>	21 hours a week
<b>Location:</b>	Based in Skylight Oxford
<b>Contract type:</b>	Up to 5-month Fixed Term Contract from September 2024

## Core Purpose

- Client Services at Crisis seek to work alongside people experiencing homelessness to enable each individual to receive the support they need to end their homelessness.
- As the Events Coordinator in Oxford, you will coordinate and deliver events over the Christmas period which will raise awareness of our services, will engage members and volunteers, and provide opportunity for us to increase our impact.
- Our plans for the Christmas service this year include a large delivery service of items to people where they are housed, Health & wellbeing days and a large breakfast event. The key to success will be your ability, to collaborate constructively and effectively as part of the Crisis team.

## Aim and Influence

- Develop and manage Christmas events in Oxford.
- Support the Volunteer Coordinator to successfully plan and deliver 'Crisis at Christmas' Events including the recruitment, training, supervision, and management of volunteers.
- Lead on the management and development of all Christmas social media channels and website content.

## Financial and supervisory responsibilities

- Liaise with colleagues, partners, venue management and supporters.
- Support the recruitment, induction coordinating and supervising a team of volunteers to deliver events.

- Assist the Administrator to monitor income and expenditure budgets relating to events.

### Other key details

- The post-holder will be required to work over the festive season (excluding bank holidays) and occasional evenings. Time off in lieu will be given in accordance with the Crisis TOIL policy.
- The role involves working with vulnerable adults and young people and so a satisfactory enhanced disclosure from the Disclosure and Barring Service is required.

### Job responsibilities

- Work with colleagues in the local Skylight to develop and deliver our strategies and plans relating to 'Crisis at Christmas', Skylight, and local fundraising events.
- Assist the Administrator to monitor income and expenditure budgets relating to events.
- Work with Skylight members to ensure co-production of member events.
- Create and supervise member volunteer roles alongside the Volunteer Coordinator.
- Act as a liaison between national Crisis media team and local stories.
- Work alongside the Volunteer Coordinator to ensure the effective recruitment, training coordination and supervision of both volunteers and member volunteers during events.
- Contribute to the effective planning and delivery of the Christmas Carol Service and Crisis at Christmas in Skylight Oxford.
- Ensure events are set up and managed in accordance with Health and Safety standards and other relevant policies, including insurance.
- Source and manage all items/services required to effectively deliver events.
- Develop, in liaison with colleagues, an exciting programme of Christmas activities.
- Develop, in liaison with colleagues, a range of support, information and advice services to be delivered during Christmas.
- Work closely with partner agencies to ensure that the people using their services are well informed of the event.

- Attend any appropriate training related to the role.
- Debrief staff and volunteers and report on events to the Regional Fundraiser and Director of Crisis Skylight Oxford.
- Ensure events are promoted to relevant audiences.
- Ensure that any safeguarding concerns are identified and reported in line with Crisis' procedures.

### General Responsibilities

- Pro-actively 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 Act.
- Comply with all Crisis policies and procedures insofar as they relate to the provision of services, including Safeguarding and Equality, Diversity & Inclusion.
- Deliver services that are person-centred, sensitive, and responsive to the diverse needs of Crisis Members
- Supervise, guide or direct Volunteers where necessary.
- Work collaboratively across departments to support Crisis' mission to end homelessness.
- Flexibility to cover other roles of comparable level to maintain and adapt service delivery where required.
- 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
- Understand and promote the importance of evidencing our impact in preventing and ending homelessness and evidence the barriers faced by members to directly inform our

Policy and Campaigns strategies. Through the use of the Crisis Member Achievement and Progression System (MAPS) and case management standards/matrix

- To contribute directly to the delivery of an effective and impactful Crisis at Christmas. Which will include an expectation to work at times over Christmas public holidays in return for time of in lieu (TOIL).
- Carry out any other duties reasonably associated with your role.

### Person Specification

1. Ability to develop and coordinate new projects and events to promote Crisis Skylight Service and increase engagement by our members.
2. Experience and understanding of stewardship, customer care processes and volunteer management.
3. Strong organisational skills with significant experience of successfully developing, managing and deliver projects.
4. Communicate effectively with a wide range of audiences both written and verbally.
5. Develop relationships both internally and externally to ensure the development and smooth running of events.
6. Ability to develop new event activities, build relationships, prioritise effectively, work to deadlines and adapt to overcome challenges.
7. Ability to identify and effectively manage potential risks and conflict situations during events, whilst respecting and maintaining the dignity of event guests showing empathy and compassion
8. Knowledge of budget monitoring and reporting on income and expenditure, with excellent analytical and numeracy skills.
9. Ability to work on own initiative and as part of a team, solving problems effectively.
10. Significant experience of developing social media content across a range of networks.
11. Co-produce events with Crisis Skylight members and actively promoting member involvement.
12. Commitment to Crisis' purpose and values.
13. Commitment to equality, diversity, and inclusion.