



Job title:	Director of Crisis Skylight Newcastle
Department:	Client Services
Reporting to:	Director of Operations (Edinburgh, Newcastle, Liverpool)
Salary:	£64,452 per annum
Hours:	35 per week
Location:	Based in Newcastle-Upon-Tyne (with national travel)
Contract type:	Permanent

#### Aim and influence

- To lead Crisis' direct work with clients to ensure they access the services and support they need to transform their lives and leave homelessness behind for good.
- To be a key representative for Crisis and ensure our influencing work ends homelessness both locally and nationally

#### Financial and supervisory responsibility

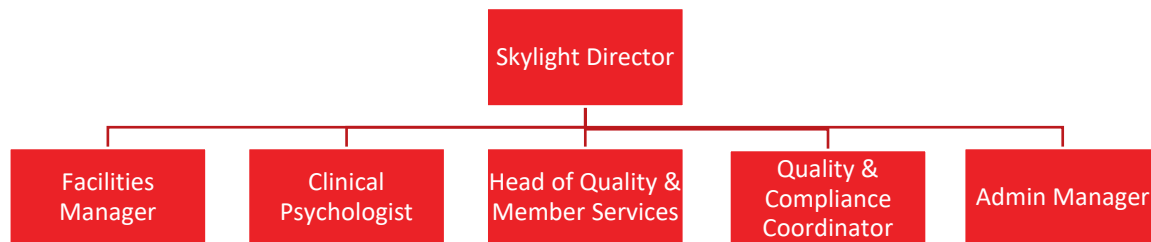
- Lead the Crisis Skylight Newcastle team and line manage a number of direct reports
- Manage key relationships with stakeholders, including national and local politicians, key decision makers, funders, partners, and other agencies.
- Identify and develop opportunities for effective partnership working and influencing in Newcastle and the wider region.
- To work within a matrix management structure to ensure facilities management and Volunteering and Member Involvement and fundraising is supported and highly effective
- Contribute to the development and delivery of effective and consistent practices within Client Services
- Be an effective, constructive, and contributing member of the Client Services Leadership Group
- Management of Crisis Skylight Newcastle budget

#### Other key details

- 35 hours per week, some evening and weekend work will be required. This may include working over the Christmas period to ensure the safe and effective delivery of Crisis at Christmas services
- Travel will be required across the UK for meetings, including overnight stays

- An Enhanced DBS check will be required for this role to ensure suitability to work with vulnerable adults at risk and young people.

#### Organisational chart



*Please note structure is subject to change*

#### Job responsibilities

##### Management & leadership

- Lead and develop the Newcastle Skylight team, supporting them to deliver excellent services and adapt to change in the internal and external environments in which we work.
- Manage and coach your direct reports to ensure they achieve and maintain the required standards in all aspects of their roles and are able to develop themselves; and through them assure the wider team is supported, thrives, and develops to the benefit of our members
- Operate as part of the wider Crisis Strategic Leadership Group (including providing matrix management support to non-direct reports)
- Deliver the Crisis Skylight Newcastle business plans, prioritising resources and setting and managing the budget
- Use the Crisis Model of Change, and evidence from our internal and external evaluations and analysis to develop and deliver a holistic and integrated service that enables our clients to leave homelessness behind for good. Be open to innovation and willing to trial new approaches to ending homelessness.
- Work across directorates to improve collaboration and our joint goal to end homelessness and deliver our new 10 year strategy

- Inspire the Crisis Skylight Newcastle team to maximise their effectiveness and impact and ensure that all understand how their role contributes towards ending homelessness. Be open to innovation and willing to trial new approaches to ending homelessness.
- Take overall responsibility for health and safety and safeguarding processes at Crisis Skylight Newcastle to ensure the safety of clients, staff, volunteers, and partners.
- Ensure member involvement is fully integrated into the work of Crisis Skylight Newcastle.

### Influencing and representation

- Develop and sustain positive and effective strategic and operational partnerships that benefit Crisis members and other people who are homeless or those at risk of homelessness across Newcastle and the wider region
- Represent Crisis at external events and forums, and in meetings with key stakeholders and decision makers, ensuring opportunities are created and maximised to influence policy and practice to further our goal of ending homelessness in Newcastle and the wider region.
- Influence and support Crisis to operate effectively in each of the three nations of Great Britain; sharing insights and knowledge on devolved issues in a constructive and timely manner to ensure our policy positions and external communications appropriately reflect devolved issues

### Quality, service development and monitoring

- Contribute to the development and delivery of effective practice within Client Services as a member of the Client Services Leadership Team.
- Ensure services (and any associated contracts) perform against targets and take responsibility for evaluating performance and producing reports for relevant stakeholders.
- Lead on the implementation of relevant quality standards, quality assurance and quality improvement processes ensuring all monitoring and evaluation data informs the continuous evolution, development and improvement of our services, and outcomes for members.
- Ensure staff understand and adhere to quality and audit systems.
- Ensure the effective use of our case management system to support the delivery of safe and effective holistic services and intervention

### Relationships

- Work on own initiative and with the appropriate teams in other Skylights, or Directorates to build and maintain strong relationships with potential partner organisations from the

statutory, charitable, and private sectors to maximise the effectiveness and impact of our work.

- Support the communication of Crisis' messages to a variety of audiences with guidance and support from the Executive Director of Client Service, Director of Operations and Policy and External Affairs colleagues.
- Maintain excellent relationships with all Crisis departments to ensure the delivery of a high-quality service.

### General responsibilities

- Actively encourage and support member involvement within Crisis
- Develop and maintain an understanding of Crisis' work and the needs and circumstances of homeless people.
- Comply with Crisis policies and procedures, including Safeguarding and 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.
- Carry out duties that may reasonably be required in the light of the main purpose of the job.

### Person Specification

#### Essential

- 1 Have worked at a senior level in a relevant sector e.g. homelessness, adult social care, education, training and employment.
- 2 An excellent track record in leading, supporting and developing individuals and teams, and successfully leading and managing complex change.
- 3 Able to manage and inspire a multi-disciplinary team ensuring all staff are fully committed to Crisis' vision and mission.
- 4 Able to oversee the implementation of quality standards and ensure the accredited learning offer meets the required standards of various awarding bodies and funders.
- 5 Experience of preparing and managing a complex budget with competing demands for resources. Able to think strategically and plan service delivery and resource allocation accordingly.
- 6 Sound knowledge of safeguarding procedures and structures (as they apply in Wales) and of health and safety issues and risk management practices to ensure a safe environment is provided for members, staff, volunteers, supporters and visitors.

- 7 A excellent track record of effective networking and partnership development with senior decision makers; building links across a range of sectors and organizations', and of influencing positive changes in policy, practice and service delivery.
- 8 Highly developed communication skills, spoken and written, with experience of engaging effectively with politicians, funders, and key stakeholders. The ability to represent and promote Crisis' work at a senior level and to present complex messages in an accessible manner to a wide variety of audiences.
- 9 Able to support and lead on funding bid applications and ensure that funding applications are in line with strategic and operational plans.
- 10 Ability to work autonomously through a remote management relationship.
- 11 Ability to travel to other Crisis locations for meetings, including occasional overnight stays, and willingness to work over the Christmas period where required to ensure the safe delivery of Crisis at Christmas
- 12 Commitment to Crisis' purpose and values including equality and social inclusion
- 13 Sound knowledge of recent relevant social, economic and policy developments; including the legislative framework around homelessness.

### Desirable

- 14 Experience of policy development
- 15 Experience of media work

*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 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 HR 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.

**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.

Support your statements with specific examples that show how you meet each of the person specification points. You may wish to use the **STAR approach**:

**S or T – Situation or task**

Describe the situation or the task that you had to complete. It could be something from your previous employment or personal experience – just make sure it's relevant. Given enough detail for the person shortlisting to understand what was involved

### A – Action

Describe the action you personally took to resolve the situation or task. Explain the process/steps you took. Even if you are describing a group project, describe what you did rather than what the team did as a whole

### R – Result

This is the crucial part of the answer. Explain how your actions resulted in a successful outcome. Talk about what you achieved, the benefits and what you learned.

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 all 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 HR Team [jobs@crisis.org.uk](mailto:jobs@crisis.org.uk) for support.