

Interim Selections Manager, January 2025 – Job Pack

- Job title:** Interim Selections Manager
- Department:** Data, Digital and Technology
- Reporting to:** Head of Data and Insight
- Salary:** £48,331 per annum
- Hours:** 35 per week (compressed/ reduced hours would be considered in line with Crisis flexible working policy.)
- Location:** Based in London with options for homeworking in line with Crisis’ Hybrid Working Policy.
- Contract type:** 12-month Fixed Term Contract

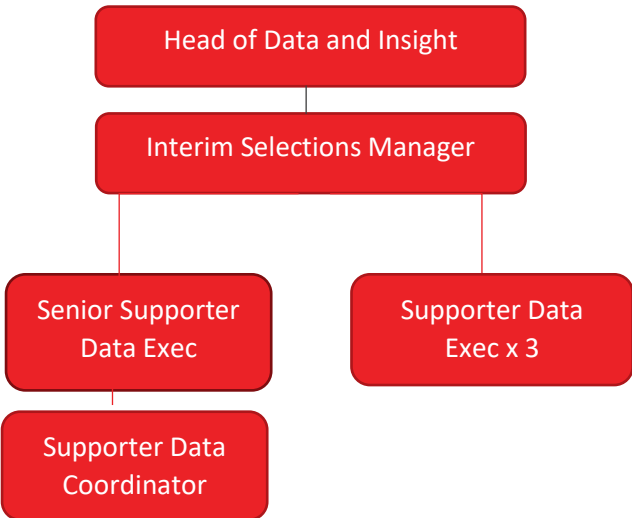
Aim and influence

- Lead a team to deliver complex data selections for integrated, multi-channel communications.
- Drive process improvements to increase efficiency and effectiveness.

Financial and supervisory responsibility

- Line managed by Head of Data and Insight and working closely with Crisis stakeholders across multiple levels to deliver key strategic projects.
- Manage a team of four direct reports and one indirect report.

Organisational chart



Please note structure is subject to change

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Job responsibilities

- Analyse data selection briefs and project manage the accurate, timely delivery of complex segmented database extracts from Raiser's Edge, using FastStats, for all Direct Marketing appeals. Ensure that all selection checks are completed before delivery, including conducting your own checks.
- Ensure data quality checks are implemented, the database is updated accordingly, and data quality practices are optimised.
- Ensure third party response handling documentation, including procedures and requirements, is provided accurately and to the required deadlines.
- Line manages, coach and support your team to achieve exceptional data and administration management by setting clear priorities and objectives, managing their workloads, and supporting their development.
- Embed agile working methodology to optimise efficiency, collaboration, and the timely identification and resolution of any issues.
- Collaborate with others to design, optimise, embed, and document additional processes to improve ways of working. This includes improving processes for the use of Jira, SharePoint and FastStats.
- Work closely with stakeholders to plan for future selection requirements.
- Ensure learnings are documented, shared and appropriate action is taken.
- Support the documentation of existing Crisis data knowledge and practices.
- Support the tender process and onboarding for any relevant new provider(s),
- Support colleagues across teams by providing technical advice or guidance with The Raiser's Edge and data queries.

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 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
- Respect and meet professional standards published by the Institute of Fundraising and the Fundraising Regulator.
- Contribute expertise to the organisation's understanding, best practice and use of supporter data and databases and administration processes whilst advising, and support colleagues across the organisation on data considerations around the setup of activities such as campaigning or appeals

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Person Specification

Essential

- Expert practical experience of making complex database selections for direct marketing purposes using FastStats with a CRM system.
- Strong stakeholder management skills
- Strong experience of managing a team.
- Project Management experience
- Experience of driving process improvements.
- Excellent attention to detail, able to identify and correct data errors, and mitigate their reoccurrence.
- High standards of computer literacy including key MS Office packages, with advanced Microsoft Excel skills, plus strong experience of using Jira.
- Excellent communication skills, including providing technical information to a non-technical audience
- Ability to work on own initiative, and strong proactive approach to ensuring delivery
- Strong knowledge of current data protection requirements
- Commitment to Crisis' purpose and values including equality and social inclusion.

Desirable

- Experience using Raiser's Edge.
- Charity sector experience, ideally making selections for fundraising.
- Experience of Agile working practices/leading Agile working methodology.
- Experience of a Tender Process
- Experience of Trello
- Understanding of database marketing techniques (RFV, LTV, ROI)
- Technical experience of online marketing and response tracking

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.

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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 for support.