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| Job title: | Project Assistant – Services x 3 |
| Department: | Crisis at Christmas |
| Reporting to: | Services Engagement Officer |
| Salary: | £29,067 per year FTE |
| Hours: | 35 per week |
| Location: | Based in London –Canning town |
| Contract type: | Fixed-term mid September 2024 (date TBC) – end January/ February 2025 (as required) |

Aim and influence

To support the team in developing and delivering services to guests using our centres during the Christmas period

- There are three Project Assistant roles in the team, each focussing on a different area of service delivery: Advice and Case Work, Catering and Healthcare and Activities and Wellbeing
- This role involves supporting the team with general administration including processing volunteer applications, managing schedules, organising meetings, helping to deliver training, sorting resources and supporting our specialist volunteers to deliver services

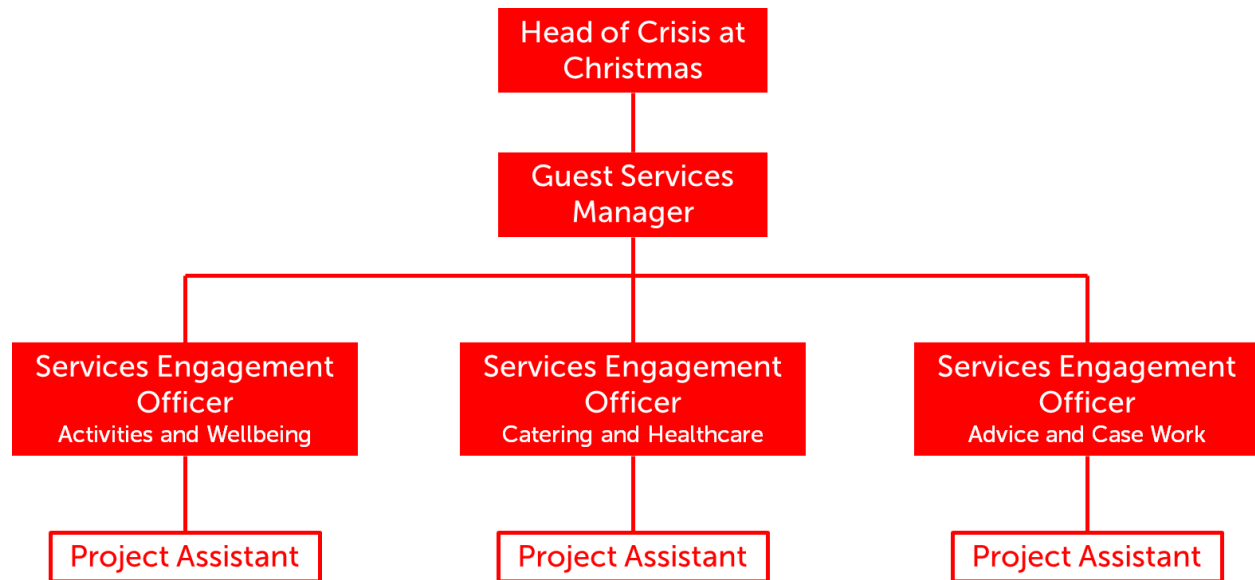
Other key details

Evening and weekend work will be required and time off in lieu will be given in accordance with Crisis TOIL policy

It will be a requirement of the role to be able to work in the office 3 days a week

During the Christmas period when our centres are operational the post holder is expected to be able to work on site

Organisational chart



Please note structure is subject to change

Job responsibilities

- Support with the recruitment and management of specialist volunteers to deliver Crisis at Christmas services.
- Assist with the creation and updating of comms and marketing materials for guests, volunteers and the public
- Research and approach suitable services to work in partnership with the Christmas project
- Work to process volunteering applications through our volunteer management system within agreed timelines and standards, checking qualifications and arranging interviews where necessary.
- Act as first point of contact with service volunteers and manage all volunteer enquiries and outgoing communication with support from your Project Officer
- Ensure all volunteers and service providers have clear and up to date information about their shift

- Support with volunteer training and with the development of training materials (e.g., PowerPoint presentations, handouts etc.)
- Support volunteers with service delivery during the Crisis at Christmas project as required.
- Support with the management of service resources and logistics ensuring transport is booked where necessary and equipment is delivered to centres on time.
- General administrative tasks to support with project delivery including supporting with written communications and planning across all relevant services.
- Support the packing, distribution and setting up of services resources
- Support the team with centre set up and close down, ensuring equipment and resources are returned to the warehouse or to donors as required.

General responsibilities

- 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 of providing administrative support and general office duties in a busy events or project based environment
2. Excellent spoken and written skills to communicate effectively and confidently with a wide range of audiences
3. Ability to prioritise tasks and work to tight deadlines in ambiguous or challenging situations
4. Good attention to detail to ensure accuracy in tasks
5. Proficient IT skills and the ability to use data in order to work effectively and collaboratively
6. A positive and proactive mindset, coupled with a strong willingness to contribute to and support the success of the project
7. Commitment to Crisis' purpose and values including equality and social inclusion

Desirable

1. Experience of working in events
2. Experience of supervising and motivating volunteers
3. Knowledge or experience of the homelessness sector

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 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.