

Job Description



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| Job title: | Project Coordinator – Resources |
| Department: | Client Services |
| Reporting to: | Resources Manager – Crisis at Christmas |
| Salary: | £32,779 per year |
| Hours: | 35 hours per week |
| Location: | Based in London - Canning Town Warehouse |
| Contract type: | Fixed term contract from 10 September 2024 to 28 February 2025 |

Aim and influence

- Resource and coordinate the material donations needed to set up and run Crisis at Christmas centres and services.
- Bring new donors on-board and offer excellent donor stewardship to existing donors.
- Communicate with senior volunteers and members of staff to ensure all required materials resourced meet the specifications to run the specific services.

Financial and supervisory responsibility

- Recruit, train, and supervise volunteers

Other key details

- Evening and weekend work will be required especially in December and January. Time off in lieu will be given in accordance with Crisis TOIL policy.
- During the period our centres are operational (December – January) the post holder is expected to be available to work as required.
- It will be a requirement of the role to work in the office 3 days a week.



Together
we will end
homelessness

Organisational chart



Please note structure is subject to change

Job responsibilities

- Research, identify, and approach new and existing donors to get high quality, relevant donations
- Build and develop relationships with donors, encouraging continuity and extending their involvement with Crisis.
- Communicate with senior volunteers and members of staff to ensure all required materials resourced meet the specifications to run the specific services.
- Work across internal teams to coordinate the logistics of donations.
- Collaborate with the warehouse team for stock control management. Ensuring all items delivered are the correct quantity, specification, and arrive at the right time.
- Maintain databases on donors, donations, and deliveries accurate and up to date.
- Work alongside the Resources Manager, 365 Developer and Business Systems Manager on the development and year on year improvements of the Asset Management System.
- Assist with researching and securing accommodation for the Crisis at Christmas Project.
- Create and implement appeals for resources including emails, pitches and website content.
- Redistribute excess items post-Christmas to Crisis Skylights and other non for profit organisations.
- Build personalised “thank you” material for donors
- Work collaboratively with Crisis fundraising and regional Christmas teams

General responsibilities

- 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. Previous fundraising, sales, retail or marketing experience.
2. Ability to build strong relationships with donors, suppliers, customers, or social enterprises
3. Project management skills – able to coordinate resources and people from across organisations and with varying levels of knowledge about the project
4. Strong attention to detail and ability to process data accurately
5. Excellent spoken and written skills to communicate confidently with a wide range of audiences
6. Ability to prioritise tasks and work to tight deadlines in ambiguous or challenging situations
7. Strong problem-solving skills to overcome barriers or obstacles, and adaptable to handle unexpected complications
8. Commitment to Crisis' purpose and values including equality and social inclusion.

Desirable

1. Experience of supervising and motivating volunteers or staff
2. Full. Clean Drivers License

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.