

Job Description



Job title:	Senior Project Delivery Officer (IT Infrastructure)
Department:	Data, Digital and Technology
Reporting to:	IT Infrastructure Manager
Salary:	£45,611 per annum
Hours:	35 per week
Location:	Based in London with very flexible homeworking in line with Crisis' Hybrid Working Policy
Contract type:	Permanent

Core purpose of the role

- You will plan, schedule and manage the end-to-end delivery of crucial IT infrastructure change and improvement projects, enabling multidisciplinary teams to onboard new technology and processes in a timely and sustainable manner.
- You will act as the locus between technology teams, subject matter experts and end users to ensure our IT solutions meet requirements and bring the greatest possible value to Crisis.
- Working with the IT Infrastructure Manager, you will ensure effective risk management, governance and change management support delivery objectives.

Aim and influence

- Foster collaboration among diverse teams, ensuring an adaptable approach that brings the best out of all contributors.
- Work towards outcomes with agility, continuously learning and refining delivery plans as projects progress.
- Role model effective project delivery and change management approaches, providing clarity of purpose and open communication.



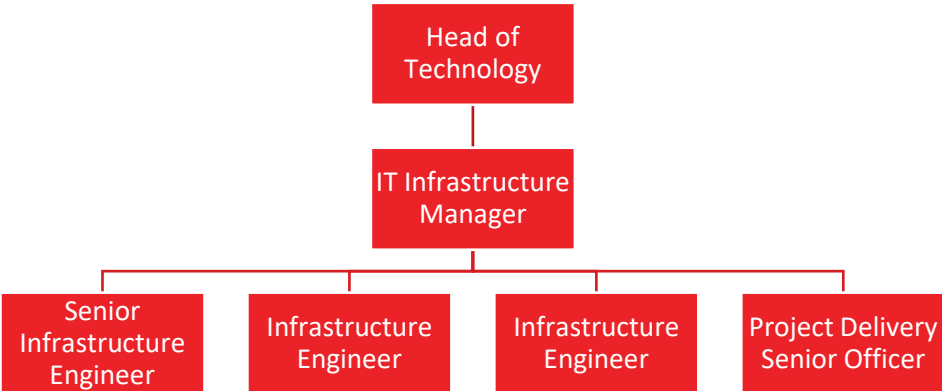
Financial and supervisory responsibility

- Where necessary, direct and manage consultants, agency staff and volunteers.
- With the Head of Technology, manage project-based budgets and reporting.

Other key details

- This role is based in our London office, but will require on-site working across Crisis sites through Great Britain
- Evening and weekend work may be required for which TOIL in line with the policy will be given. This may include on-site work over the Christmas period.

Organisational chart



Job responsibilities

- You will ensure consistent and accurate scoping of projects and initiatives. Key projects will include the technology provision for our flagship Crisis at Christmas event, the rollout of Microsoft Intune as an endpoint management solution and standardisation of IT infrastructure across Crisis sites.
- You will provide both on-site and virtual project supervision and, where appropriate, manage consultants, agency staff and volunteers.





- You will manage all resources and people critical to delivering project outcomes, with a collaborative and adaptable approach. This may include volunteers, strategic partners, agencies and consultants.
- Set project pace and rhythm, driving a culture of achievement and removing barriers to success.
- Assess and manage risks and interdependencies associated with the projects reporting issues to the supplying teams and project boards as appropriate.
- You will facilitate project delivery rituals, such as stand-ups, mid project reviews and retrospectives, ensuring we are continuously learning from successes and challenges.
- You will develop strong long-term relationships with customer teams, and help stakeholders to articulate and validate requirements.
- You will make sure that end-user requirements are mapped, tested and prioritised in project outcomes.
- You will ensure project documentation is accurately and consistently kept, with a clear approach to knowledge management in place.
- You will work closely with the IT Infrastructure and Service Delivery teams on passing over project deliverables into day-to-day operational management.
- You will collaborate with the DDT Programme Management Team on continually developing Crisis' delivery tools and methodologies, with a particular focus on agile delivery where appropriate.

General responsibilities

- 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 etc Act.
- Comply with all Crisis policies and procedures and promote good practice as relates to Safeguarding and Equality, Diversity & Inclusion.
- Work collaboratively across departments to support Crisis' mission to end homelessness
- Carry out any other duties reasonably associated with your role



Person Specification - Essential

1. Excellent technology project and delivery management skills, including strong ability to plan at both high level and in detail, and ability to communicate complex information clearly.
2. Highly competent at working in a modern digital workplace, using digital tools to encourage productive and collaborative working.
3. Exceptional stakeholder management and facilitation skills, with the ability to influence at all levels.
4. Understanding of change management methodologies and best practice.
5. Exceptional communication skills – both written and verbal – with the ability to work with both technical and non-technical colleagues
6. Capable with effective knowledge management and documentation
7. Experience of developing productive partnerships with third party technology providers.
8. Setting effective success measures for project delivery
9. Commitment to Crisis' purpose and values
10. Commitment to equality, diversity and inclusion

Desirable

1. Working knowledge of IT infrastructure systems and services, such as Microsoft Azure.
2. Agile project management qualification

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.