

Job title:	Senior Best Practice Officer
Department:	Policy & Social Change
Reporting to:	Best Practice Manager
Salary:	£42,746 per year
Hours:	35 per week
Location:	To be based in any of the Crisis Skylights in Edinburgh, Newcastle, Liverpool, Birmingham, Oxford, South Wales, Central London, Croydon, or Brent, but with home working as an option in line with Crisis' Hybrid Working Policy
Contract type:	9-month fixed term contract

Aim and influence

- Informed by the Crisis Plan to End Homelessness and other research and evidence, support the identification, development and sharing of best practice with the aim of ending homelessness across Great Britain
- Support the successful delivery of Crisis' own services and externally funded and supported projects across England, Scotland and Wales
- Post-holders will be supported to develop practice specialisms in which they will assume a lead role to support service improvement internal and external to Crisis.
- Other key details
- Crisis requires employees to attend their usual workplace at least one day a week, meaning the remainder could be worked from home. There is some flexibility around this requirement recognising that on occasions it might be necessary for someone to be on-site for 2 or 3 days one week, and not in at all the following week.
- The post will require frequent travel to meet with colleagues, agencies and local authorities across Great Britain. This may involve overnight stays

Organisational chart



Job responsibilities

- Maintain and develop Crisis as a leading expert in the delivery of services to prevent and resolve homelessness drawing on and growing our range of existing best practice materials and support. These would be drawn from the recommendations made in Crisis' Plan to End Homelessness and other research and evidence.
- To develop Crisis' understanding of new and emerging solutions to homelessness and to proactively create opportunities to test these and promote learning.
- To work alongside Crisis' policy, communications and campaigns teams in England, Scotland, and Wales, to further Crisis' policy objectives and ambition through knowledge and practice examples.
- To support the development of Crisis's own services across Skylight Centres informed by best practice identified internally and externally. This will include leading on a Community of Practice within Crisis.
- To build relationships with external organisations and support the development of tools and resources to support communities across Britain that are helping to end homelessness.
- Present Crisis's work and represent Crisis at meetings and events across the UK
- Ensure that the experiences of Crisis' own services and other partners influence Crisis' policy, research and campaigning work.
- Keep abreast of key developments in the housing and homelessness sector,
- Build effective relationships for Crisis with key stakeholders in the homelessness and related sectors including local authorities and housing associations

General responsibilities

- Actively encourage and support member involvement within Crisis
- Keep up to date with an housing and homelessness policy and practice, 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 Excellent understanding of housing and homelessness issues and practice affecting people across Great Britain.
- 2 Good understanding of how Government policy impacts upon housing and homelessness.
- 3 Experience of developing and facilitating networks to encourage the development and sharing of best practice.
- 4 Experience of building relationships with external partners and supporting them to implement best practice approaches.
- 5 Excellent verbal communication skills with experience of meeting facilitation, making presentations and contributing in meetings
- 6 Excellent written communication skills including drafting briefings and writing reports/papers for general publication
- 7 Ability to be a self-starter and have considerable initiative
- 8 Experience of working with colleagues across an organisation and with partners on issues of joint interest
- 9 Willingness to travel within Great Britain as required
- 10 Commitment to Crisis' purpose and values including equality and social inclusion

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.

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.