**Job title:** Operations Lead (Known internally as Skylight Operations Lead)

Department: Client Services

Reporting to: Director of Crisis Skylight Edinburgh

Salary: £38,139 per year

Hours: 35 hours per week

Location: Based in Edinburgh

Contract type: Secondment opportunity / 12 months fixed term

Aim and influence

* Support the Director of the Skylight by ensuring the leadership of the Edinburgh Skylight team reflects the culture and value of organisation, and fosters confidence in our capacity to deliver on our strategic aim to end homelessness for more people in Edinburgh
* Lead on embedding integrated working and effective project planning, prioritisation and delivery across key portfolios of work

Supervisory responsibility

* Work closely with the Director of the Skylight to role model and coach other management colleagues in effective and confident leadership behaviours
* Act as an authoritative resource for the management team in the absence of the Skylight Director, to ensure the highest quality of service delivery
* Be an effective, constructive and contributing member of the Crisis Skylight Edinburgh Management Team
* Work with Skylight staff and teams to drive positive outcomes and share best practice

Other key details

* 35 hours per week, some evening and weekend work will be required
* Occasional travel will be required across the UK for meetings, including overnight stays

Organisational chart

*Please note structure is subject to change*

Job responsibilities

* Work with Skylight Edinburgh leadership team to establish and maintain a values-based culture that delivers a constructive and creative working culture, and supports learning across and within teams
* Support the effective implementation of case management and the adoption of evidence based approaches
* Have operational oversight of health and safety, incidents and safeguarding at Crisis Edinburgh Skylight to ensure the safety of clients, staff, volunteers and partners and ensure Skylight Director is informed and thereby able to meet responsibilities

Management & leadership

* Support and assist the Director of Edinburgh Skylight to lead, coach and develop the Edinburgh Skylight team
* Provide oversight and proactively engage with team leadership for project delivery process including implementing or trialling new and innovative ways to improve services and processes.

Monitoring and quality

* Prioritise and proactively escalate to the Director of the Skylight issues that may impact on member engagement, relationships, resourcing, risk management and quality management
* Review projects for lessons learned, provide feedback and lead on the implementation of new initiatives, ways of working, best practice across the Skylight

Relationships

* Influence and support Crisis Skylight teams in Edinburgh and Crisis in Scotland to operate effectively; sharing insights and knowledge in a constructive and timely manner to improve processes and services.
* Support Edinburgh Skylight staff to work in a psychologically informed way
* Support and develop the staff to operate in a person-centred, assets based way, that maintains ambition and aspiration for member to, help them work towards ending their homelessness sustainably.
* Maintain excellent relationships with all Crisis’ departments to ensure the delivery of a high-quality service

General responsibilities

* Develop and maintain an understanding of Crisis’ work and the needs and circumstances of homeless people
* Comply with Crisis policies and procedures, including Safeguarding and 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

Person Specification

Essential

1. Ability to work on own initiative, and strong proactive approach to ensuring the support the Director needs is in place ahead of time
2. Excellent administrative and organisational skills
3. Ability to utilise project management approaches to ensure delivery of complex and inter related services
4. Ability to manage and inspire a multi-disciplinary team ensuring projects and ways of working are fully committed to Crisis’ vision and mission
5. Ability to translate strategic objectives into high quality operations that are imbued with Crisis’ values
6. Excellent interpersonal skills and the ability to liaise effectively and confidently at all levels internal and externally
7. Excellent communication skills, spoken and written, including the ability to represent and promote Crisis’ services and campaigning and policy messages to a wide variety of audiences
8. Ability to travel to other Crisis locations for meetings, including occasional overnight stays
9. Commitment to Crisis’ purpose and values including equality and social inclusion
10. Knowledge of recent relevant social, economic and policy developments in Scotland; including the legislative framework around homelessness

*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.

How do I apply for a job?

Most of our roles are advertised via *Crisis Jobs Online,* a secure recruitment portal. Once you have registered, you will be asked to provide some personal details as well as information about your work experience, education and referees who can be contacted if you are offered the role. You will also be required to complete a personal statement, demonstrating how you meet each of the points on the person specification for the job.

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 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 HR Team on 020 7426 3864/ 3814 / 3819 or by email at [human.resources@crisis.org.uk](mailto:human.resources@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 **personal statement** section. When completing this, please reference **each of the points listed in the job description** in the order in which they appear. There will be 15 boxes, so if there are less than 15 points, you won’t need to use all the boxes.

Support your statements with specific examples that show how you meet each of the person specification points. You may wish to use the STAR approach:

S or T – Situation or task

Describe the situation or the task that you had to complete. It could be something from your previous employment or personal experience – just make sure it’s relevant. Given enough detail for the person shortlisting to understand what was involved

A – Action

Describe the action you personally took to resolve the situation or task. Explain the process/steps you took. Even if you are describing a group project, describe what you did rather than what the team did as a whole

R – Result

This is the crucial part of the answer. Explain how your actions resulted in a successful outcome. Talk about what you achieved, the benefits and what you learned.

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 all 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 as well as the national and sector media where we advertise most of our roles.

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 or put in responses against all the person specification points where previously you hadn’t.

Crisis Jobs Online

I would like to re-apply for a vacancy but I cannot submit my application. What should I do?

If a role has been re-advertised, you will need to create a new account with a different email address to re-apply. Where the position has been re-advertised with a different reference number then you shouldn’t have any problems using your existing account.

I have registered to apply for a vacancy but now I’m unable to access my account and can’t seem to reset my password. How can I get access?

You should follow this [link](https://jobsatcrisis.irecruittotal.com/PasswordRecovery.aspx) to reset your password and allow 15 - 20 minutes for a new password to arrive. We find that emails can go to junk or clutter folders so it's worth checking there. As Crisis Jobs Online is managed by an external provider we are unable to access the email addresses registered or provide further information on your password, but following this step should resolve the issue.

If you did not receive a welcome email when you registered, there may have been an error in the email address that you provided. Unfortunately, there is no way to resolve this and you would need to re-register with the correct address.

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 HR Team on 020 7426 3864/ 3814 / 3819 or by email at [human.resources@crisis.org.uk](mailto:human.resources@crisis.org.uk) for further information or support.