



Job Description for Programme Manager, Mental Health Workforce

Job Title:	Programme Manager, Mental Health Workforce
Reporting to:	Head of Operations, Mental Health Workforce
Direct Reports:	Programme Coordinators
Salary:	£35,530
Location:	175 St John's Street , Farringdon EC1V 4LW
Hours and Basis:	FTC 12 Months from 26th August 2025 - Maternity Cover

Time commitment: 5 days a week, remote working 50/50 from home and office

About this role

The post-holder will be part of the Mental Health Workforce Development team and be based at 175 St John Street, and will report to the Head of Operations.

We are looking to recruit an exceptional Programme Manager to manage and grow Place2Be's qualifying courses; the Post Graduate Diploma and Level 4 Qualification. You would be responsible for overseeing the operational management of the programmes, working closely with both the Clinical Leads and Programme Coordinators to ensure the programmes are run successfully and smoothly from start to finish.

We believe there is huge potential for growth in our professional qualification courses and have the investment budgets and ambition to help bring this about. Proactive, results-driven and commercially aware, you will enjoy collaborating with others to create clear processes and effective ways of working. You will also ideally have experience in people management, as the role manages the Programme Coordinators for both programmes. You would be responsible for ensuring income and participant targets are met through robust planning, monitoring and evaluating of the programmes.

KEY RESPONSIBILITIES

Programme management, planning & delivery

- Lead on the operational management of Place2Be's qualifying programmes; the Post Graduate Diploma and Level 4 Qualification. Working closely with the Clinical Leads and Programme

place2be.org.uk

Royal Patron
HRH The Princess
of Wales

Registered Office: Place2Be, 175 St. John Street, Clerkenwell, London, EC1V 4LW. 020 7923 5500
Registered Charity in England and Wales (1040756) and in Scotland (SC038649)
Registered Company in England and Wales (02876150)



Coordinators to ensuring thorough course planning, consistent staffing, positive participant engagement and robust processes throughout.

- Work collaboratively with the Digital Program Manager and Programme Clinical Leads to ensure smooth running of e-learning platforms, such as Hive and Moodle, with a focus on continually developing how we use these platforms to ensure a great learning experience for students.
- Lead on producing and implementing a comprehensive marketing plan for the programmes. Work closely with the Communications team to ensure coherent and clear messaging, both internally and externally, to attract and recruit high quality students to the courses, with a specific focus on increasing diversity in cohorts. This includes overseeing both paid and organic marketing content and plans.
- Working closely with the Clinical Leads and Programme Coordinators, lead on ensuring that all requirements with partnering bodies (eg. UEL, CPCAB, BACP) are met and adhered to at all times.
- Work closely with the Programme Coordinators, Clinical Leads and Student Experience Manager to ensure all programme and student enquiries are responded to quickly and accurately. This includes ensuring that any student complaints and safeguarding concerns are handled swiftly, compassionately and appropriately.

Programme reporting, evaluation, innovation & strategy planning

- Lead on continuously evaluating the programmes and using learnings to ensure the courses are being run in the best way possible, resulting in excellent student outcomes. This includes looking at innovative ways to expand the offerings to ensure we are reaching new audiences and are accessible in a variety of regions across the UK.
- Collect and analyse feedback from students and trainers and work with the Clinical Leads to innovate the programmes and improve student experiences and outcomes.
- Provide clear and accurate monthly reports on programme performance, detailing income, expenditure and course numbers, as well as progress against other relevant KPIs.
- Work closely with the Head of Operations, Mental Health Workforce in setting budgets and strategy plans for your programmes, with a focus on the big picture and future development of the programmes.

Relationship management

- Manage and develop relationships with external partnering bodies for the programmes you manage, including the University of East London (UEL), British Association of Counsellors and Psychotherapists (BACP), and Counselling and Psychotherapy Central Awarding Body (CPCAB).
- Lead on the programme re-validation process with UEL that takes place every 3 years, and the re-accreditation process with BACP that takes place annually, with support from the Postgraduate Diploma Programme Coordinator and Clinical Lead.
- Build positive working relationships with internal Place2Be departments, such as the Communications and Placements teams, to support the success of the programmes.
- Be the administrative lead and secretary for the Workforce Advisory Group, including setting meetings, preparing and sharing agendas, taking accurate minutes and following up on actions with committee members.

place2be.org.uk

Systems and processes

- Be responsible for developing and improving systems and processes used across the programmes and ensure these are being followed by the wider programme teams. This includes working closely with the Operations Manager to feed into processes that span other programmes to ensure we are working in a consistent way in the Mental Health Workforce team.
- Along with the Student Experience Manager, develop and enhance student communication strategies and student experience for the programmes to ensure students have a high-quality learning experience and are given the right information at the right time.

Line management

- Line manage both the Postgraduate Diploma and Level 4 Qualification Programme Coordinators. Ensure that they meet their individual objectives, develop and grow in their roles, are motivated, well-supported and high performing.
- Set targets with your team members and monitor their work against these, holding regular one to one meetings and appraisals.
- Work closely with the Programme Coordinators to ensure smooth day-to-day delivery of the programmes.

General

- Create high energy and focus within your programme teams, focusing on the execution of our ambitious growth plans.
- Hold a sound understanding and awareness of Place2Be's equal opportunities policy and a personal commitment to equality of opportunity and anti-discriminatory practice in service delivery
- Work as a team member of the organisation as a whole, sharing information and best practice openly and productively.
- Ensure compliance and adherence with latest education provider regulations and best practices.
- Keep abreast of developments within the sector to ensure our programmes are at the forefront of new thinking and best practice.
- Support and nurture the Place2Be values of Perseverance, Integrity, Compassion and Creativity.

You may be asked to undertake any other duties that are commensurate with the post as requested by your manager and you must carry out the duties in accordance with Place2be policies and procedures.

What you will need:

- Excellent project management skills with a proven track record of successfully managing the operational delivery and management of one or more programmes. *
- Experience of providing leadership and management to team members on projects, with either direct or transferrable experience in line managing a direct report. *

place2be.org.uk

- Experience of effective collaborative working with both internal and external stakeholders. *
- Experience of implementing and rolling out marketing strategies and plans to grow programmes, acquire new customers, and achieve strategic KPI's. *
- Strong communication skills with a collaborative and flexible approach to work, looking for opportunities to work together across multiple teams to deliver multiple objectives across the organisation. *
- Excellent attention to detail with the ability to use your own initiative to generate ideas and solutions. *
- An understanding and awareness of Place2Be's equal opportunities policy and a personal commitment to equality of opportunity. *
- Experience working in the training, education and/or mental health sector – desirable.
- Experience in evaluating and reporting on projects, with the ability to analyse and interpret data and use this information to make insightful recommendations and changes for the future – desirable.
- An understanding of mental health and/or children's services – desirable.

* Indicates the minimum criteria needed to be considered for a guaranteed interview under the disability confident scheme.

