



Job Title: Administrator, Learning Together for Mental Health

Reporting to: **Research Trial Manager**

Direct Reports: **None**

Salary: **£24,000**

Location: **175 St John's Street, Farringdon EC1V 4LW**

Hours & Basis: **5 days a week, 50/50 from home and office, flexible working will be considered.
Permanent**

About this role:

As part of Place2Be's long-standing collaboration with the London School of Hygiene and Tropical Medicine (LSHTM) and University College London (UCL), we have been supporting the development and evaluation of 'Learning Together', a series of programmes designed to reduce bullying and increase a sense of safety and belonging at school for children and young people. Learning Together has also been found to have a positive impact on students' mental health and academic attainment (initial findings published in the Lancet can be found [here](#)).

The Learning Together for Mental Health (LTMH) programme has been developed with a stronger focus on students' mental health. LTMH includes training in restorative practice for school staff, a student needs assessment and facilitated Action Groups, in which staff and students come together to plan school activities or policy changes to address the mental health and wellbeing needs of the students. In a recent pilot study, LTMH was found to have good feasibility in participating schools. We are now very excited to be able to give secondary schools across the country the opportunity to trial LTMH in their school and to support the evaluation of this innovative programme. We will be working with an evaluation team from Anna Freud and Ipsos in this four-year randomised control trial funded by the Education Endowment Foundation.

We are therefore looking for an administrator to support this research trial. Working alongside the Research Trial Manager and Schools Engagement Officer, the successful candidate will be responsible for providing excellent administrative and programme support, exceptional customer service to potential and current stakeholders, and help the team to reach its ambitious project and school recruitment targets.

Responsibilities will include but not be limited to: responding to enquiries; supporting with booking meetings with stakeholders; issuing agreements; scheduling termly Action Groups between facilitator and schools; scheduling training sessions between training providers and schools; managing cancellations and amendments; supporting with updating systems including the CRM database; administering the booking system and the finance system; monitoring and providing updates to report on the programmes. You will need to be able to maintain and build positive relationships across different teams, and with colleagues across the wider organisation.



When interest in children's mental health has never been stronger, this is an exciting time to join our dynamic organisation and make a real difference to children's futures. This is a fantastic opportunity for someone wanting to start their career in project management or to broaden their knowledge of mental health and research career pathways. For the right candidate, there is also the potential for progression opportunities within the Mental Health Workforce Development team and the wider organisation. So, if you have great administrative, organisational and communication skills, together with an enthusiastic, efficient and flexible approach to work and a genuine passion to make a difference, then we would love to hear from you.

Key Responsibilities:

Stakeholder engagement and enquiries

- Support the Research Trial Manager and Schools Engagement Officer to respond to enquiries, ensure all potential and current stakeholder enquiries are dealt with promptly and to agreed timescales and standards, in line with Place2Be's ethos, values, policies and procedures
- To accurately update participant records on the CRM and wider systems. Ensuring all records are stored in accordance with data protection requirements and department protocols.
- Assisting schools with the bookings process
- Supporting the Schools Engagement Officer and Research Trial Manager with administrative tasks
 - Monitoring bookings through to school onboarding
 - Ensuring all booking data is kept accurate and up to date in Place2Be's CRM system
 - Assisting with updating and monitoring the activities of the project and booking systems
- Assist with booking venues, travel and accommodation for project delivery
- To alert the Research Trial Manager of any safeguarding matters (Safeguarding training will be provided)
- Supporting the administration of finance records, including creating customer records, raising invoices and processing refunds.
- Supporting the team with resolving payment enquiries
- Assisting with the reporting process for programmes as required
- To create and update process guides for internal and external use

Marketing and Communication



- As directed, to provide information and content to enable the promotion of the Research Trial, as well as logging all expressions of interest and contract to support reporting to funders
- Support with the administration of the case study and testimony process

Quality Assurance, Evaluation and Impact

- To assist the Research Trial Manager with Quality Assurance, Evaluation and Impact processes by helping gather results and outcomes data for regular reporting on project delivery and key performance indicators
- Supporting on the capture and reporting of participant numbers across the Research Trial

General

- To work closely with the Research Trial Manager and Schools Engagement Officer to ensure smooth running of the project
- Attend relevant team and organisation wide meetings and contribute where appropriate
- Undertake any relevant staff training to comply with Place2Be policies of Difference and Diversity and Data Compliance
- To share, promote and celebrate Place2Be's values, and be dedicated to the organisation's mission, vision and objectives
- To build an understanding of the work of Place2Be and be able to talk about this confidently with participants and enquirers

GDPR

Ensure that the policies and procedures in respect of GDPR are complied with and to contribute to any updating as required

Diversity and Inclusion

A commitment to diversity and inclusion and equity of opportunity. Actively support the equity, diversity and inclusion action plan and report on regional activity as appropriate

Flexibility

The job description is a general outline of the job duties and responsibilities and may be amended as Place2Be develops. The post holder may be required to undertake other duties as may reasonably be required from time to time.

What you will need:



- Excellent interpersonal skills with the ability to build relationships both within Place2Be and external stakeholders*
- Experience of providing customer service / client experience in any environment
- Experience of prioritising own workload and time management to ensure tasks are completed to a high standard within deadlines*
- Confident with the use of Microsoft Office (Word, Excel, PowerPoint, Outlook) and the ability to learn how to use a CRM database system and a virtual learning platform and any other packages required*
- An organised thinker with excellent written skills demonstrating a high attention to detail *
- A confident, enthusiastic personality; a team player yet also able to work autonomously and with initiative, managing your own workload ensuring deadlines are met
- A commitment and understanding to equality, diversity and inclusion, including an understanding and commitment to Place2Be's equal opportunities policy

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

