



## Job Description for Programme Coordinator, Mental Health Workforce

<b>Job Title:</b>	Programme Co-ordinator
<b>Reporting to:</b>	Qualifying courses Programme Manager
<b>Location:</b>	175 St John St, London (with flexibility to work from home 50% of the time)
<b>Hours and basis:</b>	Full time (35 hours a week)

Place2Be is the leading children's mental health charity providing in-school support and expert professional development to improve the emotional wellbeing of children and young people, families, teachers and school staff.

Our teams provide a range of training for people who want to work therapeutically with children and young people. Our counselling courses qualify people as child counsellors whether they're starting from scratch, have completed part of their training elsewhere, or want to add child counselling to their portfolio.

We run two Qualifying Courses currently, a Level 4 Diploma and a Postgraduate Diploma; both of which include placements in our partner schools to build resilience early in life through counselling, creative work and play and support a child's ability to engage in school life.

We continue to pilot, trial and explore new ways in which we can develop our practice as well as share learning, expertise and findings from the robust evidence and evaluation we gather. HRH The Duchess of Cambridge is our Royal Patron and Place2Be is one of the founding charity partners of Heads Together. We also work collaboratively with a range of charities and expert organisations to leverage best-in-class knowledge and expertise to inform, develop and improve outcomes for the children, families and schools we support.

### About this role

The Programme Coordinator is responsible for the smooth and effective day-to-day running of their programme(s); working closely with the Programme Manager and Clinical Lead to ensure the programmes are run successfully and smoothly from start to finish. The Programme Coordinator is key in the logistical and administrative running of the courses as well as ensuring a positive student experience.

With high attention to detail and excellent organisational skills, responsibilities will include customer relations, participant bookings, organising resources and venues and financial administration relating to the delivery elements of the programme. They will maintain and build positive relationships with programme delegates, trainers (both staff and contracted), external contacts, as well as colleagues in wider Place2Be teams. They will work closely with and support other Programme Coordinators to ensure a joined up approach. They will also support the Programme Manager and Leader to produce regular reports on the outcomes and impact of the programme.

We believe there is huge potential for growth in the role if someone has the drive and ambition to bring this about.

## Key areas of responsibility

### Programme Delivery and Administration

- Work closely with the Programme Manager and Clinical Lead to plan and schedule Qualifying Programme(s) throughout the year. This includes ensuring scheduled programmes and trainings have suitable venues and training rooms booked, trainers are scheduled and managing the online booking system.
- Ensure programmes and trainings have suitable venues, have sufficient participants registered / confirmed and the relevant information is communicated to Trainers and other stakeholders as appropriate.
- That trainers and students have access to all resources required to deliver and participate in programmes on the training days.
- To record and capture accurate data for all programmes on the CRM; including expressions of interest, webinar attendance and up-to-date participant numbers.
- Be responsible for maintaining and updating programme content and learning resources on e-learning platforms, such as Hive and Moodle. Work closely with the Programme Manager to implement any changes and developments across the e-learning platforms and ensure clear communication of any changes to trainers and students.
- Provide relevant data to the Programme Manager as required for monthly reporting, such as updates on booking numbers, student results and scheduling updates.
- Register all students with accrediting/awarding bodies, this will involve liaising with the awarding partner of our Postgraduate Diploma, the University of East London, and BACP.
- Responsible for sending completion letters and certificates to students at the end of their courses in a timely manner.
- Assist the Programme Manager in managing bursary applications and communicating with students in a sensitive and confidential manner.
- Support the Programme Manager to provide information, content and support as appropriate to the Communications and Fundraising teams to enable programme promotion as well as applications and reporting to funders.

### Customer engagement and enquiries

- To be the first point of contact for participants on, or applying for the Postgraduate Diploma course, ensuring that all customer engagement is handled promptly, efficiently and in line with Place2Be ethos, values, policies and procedures to create a positive experience and reputation of our training.
- Be responsible for promptly and accurately communicating with students and providing important information before, during and after their training courses, that students have a positive experience and feel supported in their training journey with Place2Be.
- Along with other Programme Coordinators and the Student Experience Manager, be jointly responsible for responding to all enquiries about Place2Be's professional qualification courses, aiming to respond to all enquiries within 5 working days.
- Be proactive in ensuring the any instance of safeguarding concerns, reasonable adjustments, student complaints, additional learning support requests or other individual student issues are raised promptly

with the Programme Manager and Clinical Lead, and support as needed in implementing support plans or resolving issues.

- Be responsible alongside the Programme Manager for organising a graduation event for recent graduates.

#### Programme reporting and evaluation

- Be responsible for creating and managing student feedback surveys, and collating answers to assist the Programme Manager with evaluating the programmes.
- Organise Programme Committees for students, staff and external stakeholders. Take notes and make sure that all feedback is shared with students in a timely manner.
- Assist the Programme Manager in creating clear and accurate monthly reports by providing updates on programme delivery and attendance, as well as progress against other relevant KPI's.
- Assist the fundraising team by providing input for key applications and reports.

#### General

- Assist in the development, maintenance and improvement of administrative processes to enable the team to function effectively. Bring focus and structure to your areas of responsibility.
- Build positive working relationships with direct team members and other internal Place2Be departments, such as the Finance and IT teams, to support the success of the programmes.
- 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.
- Support and nurture the Place2Be values of Perseverance, Integrity, Compassion and Creativity.

## **FLEXIBILTY**

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.

## PERSON SPECIFICATION

*The person specification outlines the main criteria for the post and shortlisting will be based on the following criteria. Please ensure that your supporting statement clearly shows how you meet the criteria using experience gained either in paid or voluntary work.*

CRITERIA	Criteria E=Essential D=Desirable	Application (A) Interview (I)
<b>Exceptional Organisational Skills:</b> Demonstrated ability to effectively manage competing priorities and maintain a structured approach to handling multiple tasks. Self-motivated with a proven track record in organising and coordinating complex schedules and logistics to a deadline, ensuring smooth and efficient programme delivery. Experience of working in a fast paced environment.	E	A & I
<b>Strong Administrative Abilities:</b> High attention to detail with experience in managing administrative responsibilities for training programmes or educational courses. Skilled in maintaining accurate records, data collection and reporting, managing documentation, and supporting the logistical aspects of programme execution.	E	A & I
<b>Excellent Customer Service:</b> Proven experience in delivering excellent customer service, including prompt and effective responses to general enquiries and resolution of customer issues. Ability to create a positive and supportive experience for students and stakeholders.	E	A & I
<b>Effective Communication Skills:</b> Strong written and verbal communication skills with the ability to convey information clearly and professionally. Collaborative and adaptable approach to working with diverse teams and stakeholders, ensuring effective interaction and teamwork.	E	A & I
<b>Proficiency in Technology:</b> Confident in using Microsoft Office (Word, Excel, PowerPoint) and familiar with CRM database systems and Cascade for tracking customer and booking details. Ability to leverage technology to streamline administrative processes and enhance programme management.	E	A & I
<b>Commitment to Values:</b> An understanding and awareness of Place2Be's equal opportunities policy and a personal commitment to equality of opportunity. A strong commitment to our values of Perseverance, Integrity, Creativity, and Compassion, and the ability to demonstrate these values in your work. For more information on our mission and values, please visit our <a href="#">mission, vision, and values</a> .	E	A & I
<b>Experience of project management, programme delivery and/or event management</b>	D	A & I