

Programme Coordinator (Student Space)

Recruitment pack



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About Student Minds

No student should be held back by their mental health. We challenge the health sector, higher education sector and government to work with students when making decisions that impact them and we make them accountable for prioritising student mental health.

By creating and curating resources, stories and tools, we empower students to build their own mental health toolkit to support themselves and their peers through university life and beyond. Together, we're improving university communities so that every student gets the mental health support they need to reach their goals.

We're proud of the progress we've made over the last decade, and the thousands of students and professionals, leaders, funders, and policymakers involved in improving student wellbeing. But we also recognise there is a long way to go to achieve our mission. We're just getting started!

We have recently experienced significant growth and now have a staff team of 30 members and turnover of £1.8 million. There is the opportunity for this to increase further over the next few years.

Over the next ten years, we commit to:

- Continue driving positive change for students. We'll keep working with the higher education sector, health sector, and government to make student mental health a priority, and we'll continue empowering students to look after their own mental health.
- Ensuring that positive change lasts. We'll focus on preventative, sustainable, long-term changes that will benefit future generations, as well as the students of today.

You can find out more about the [team](#) at Student Minds on our website, as well as read some of the current team member's [reflections](#) on working in the charity and read about our [trustees](#), our [strategy](#) and latest [Impact Report](#).

Our Values



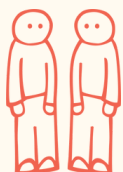
Collaborative

Teamwork and strategic partnerships help us to achieve better results. We are respectful, supportive and inclusive.



Courageous

We are willing to challenge the status quo and be decisive to shape a better future. We are ambitious, optimistic and will push the boundaries.



Empowering

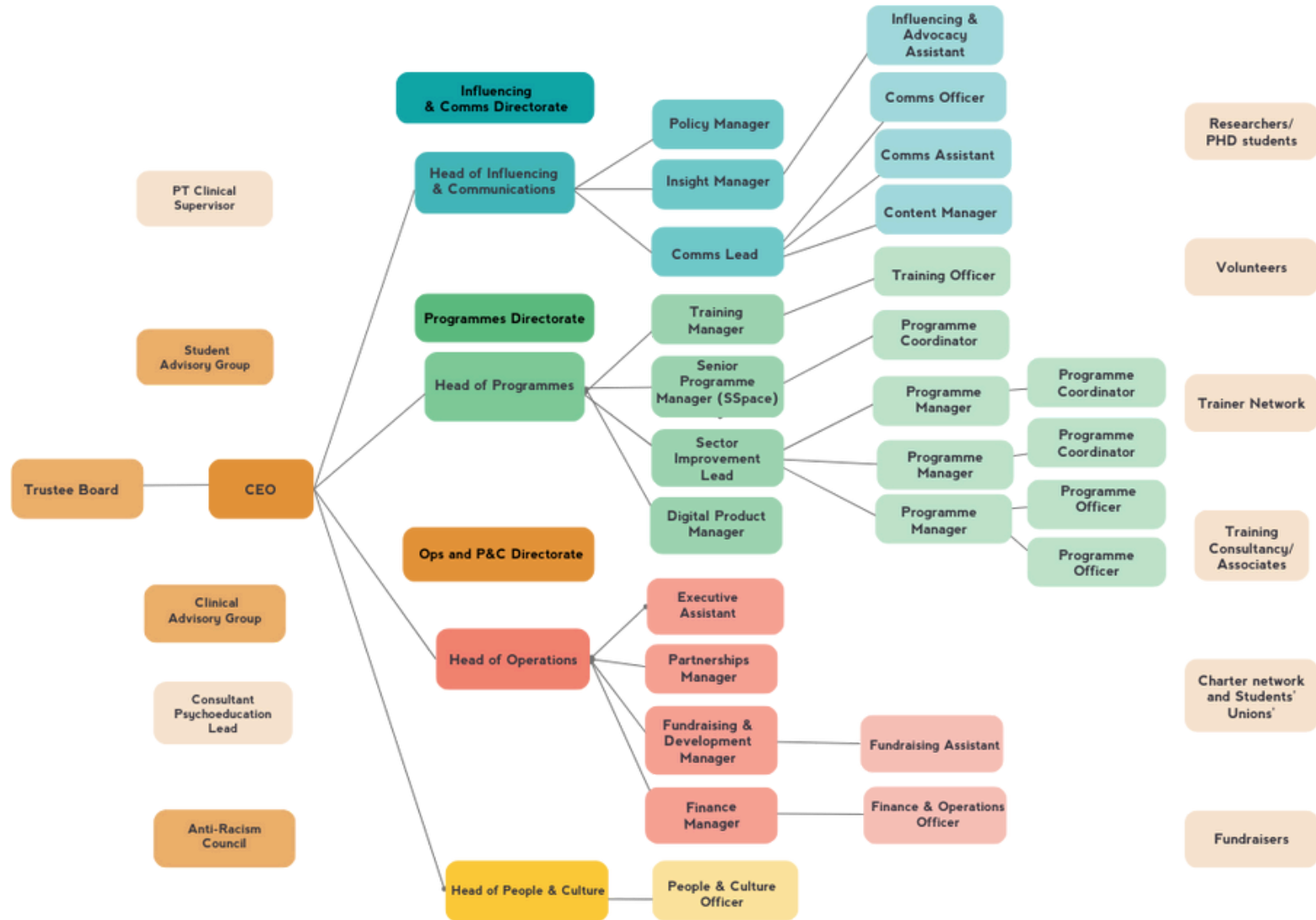
We invest in people, in the belief that they hold the key to effecting real change. We listen and mobilise the student voice.



Innovative

We strive for the best solution and the highest quality, using expert knowledge and evidence. We learn from our ground-breaking research and data to develop and grow.

Organisational Chart



About the role

Student Minds develop and run national programmes designed to challenge the health sector, higher education sector and government to make student mental health a priority, whilst empowering students to build their own mental health toolkit to support themselves and their peers through university life and beyond. This role will focus on our ambitious mental health programme Student Space.

Launched in August 2020 in response to the ongoing challenges associated with the pandemic, Student Space is an ambitious mental health programme providing additional support for students across the UK. It includes the commissioning of services (e.g. text support, services for minoritised students), online psychoeducation resources designed to be responsive to need, and a directory of services available through HE providers. The programme was developed collaboratively with a variety of partners, thanks to up to £3 million of funding from the Office for Students (OfS) and the Higher Education Funding Council for Wales (HEFCW).

In 2022 we were fortunate to receive a further three-year funding commitment from OfS and HEFCW, enabling Student Space to transition into a long-term resource to provide support through the uncertainty of student life. As Student Space moves into a new sustainable phase, programme priorities include: maintaining the creation of quality psychoeducational content; building a brand profile to maximise engagement; and raising additional funding to enable the programme to continue to support minoritised students and overall programme development.



About the role continued...

The Programme Coordinator will primarily support the effective delivery of the Student Space programme, whilst working flexibly to support Student Minds' other programmes as required. A proactive multi-tasker, the Programme Coordinator will play a vital role in supporting programme management with key responsibilities for stakeholder relationships, maintaining a university directory and supporting the digital, data and programme reporting. A high attention to detail, excellent communication skills and confidence in using data are key.

Working closely with the Student Space delivery team, the wider Student Minds team and stakeholders within partner organisations, this is an exciting opportunity to play a vital role in supporting the mental health and wellbeing of the 2.3 million students studying across the UK. This is a unique opportunity to join a collaboration happening at the intersection of innovation in mental health and wellbeing, student voice, and digital. We are looking for a confident and proactive individual with excellent multi-tasking skills and attention to detail to join our vibrant team and support this priority work for Student Minds. This role would be suited to somebody looking to either progress their career within the charity sector or start a career in the sector, having had transferable experience in another sector ideally with 1-2 years of experience.



**STUDENT
SPACE**

Key information

- Location:** We are open to flexible, hybrid and remote working, with some in-person attendance at our in-person team days in Leeds (3 per year).
- Accountable to:** Senior Programme Manager (Student Space).
- Hours of work:** 22.5 hours per week (3 days per week).
- Contract:** 12 months.
- Pro-rated part-time salary range:** £14,955.6 to £16,995 per annum (based on 22.5 hours per week, equivalent to 60% of a full-time role £24,926 - £28,325 per annum).
- Role purpose:** To provide programme management support within Student Space. Work with the wider team to develop, promote and continuously improve the platform and services with specific responsibilities for programme data, stakeholder management, university directory development and administration.
- Start date:** As soon as possible.



Key Responsibilities

Programme management support

- Provide effective coordination and delivery support to the Student Space programme.
- Working closely with the Senior Programme Managers and wider team members to ensure successful delivery of programmes.
- Be the first point of contact for Student Space Programme enquiries, being responsible for incoming and outgoing communication, fielding and distributing to other team members accordingly and responding as directed.
- Set up internal and external meetings for the Student Space Programme taking responsibility for preparing papers, taking minutes, following up on actions, organising logistics, etc.
- Attend various programme-related meetings, actively contributing ideas to continually develop our programmes.
- Financial administration for the Student Space programme; issuing purchase orders and ensuring timely payment from/for programme participants.
- Use our database(s) and CRM to manage relationships and communications with programme participants and key stakeholders, ensuring it is up to date.

Digital, data and reporting

- Work closely with the Digital Lead and Senior Programme Manager for Student Space to support the management of the Student Space digital product, data analytics and reporting.
- Undertake tasks as determined by the Student Space Senior Programme Manager to support the Student Minds website digital transformation project (which will see the evolution of Student Minds websites).
- Lead the collation, reviewing, and analysis of data from a range of sources e.g. Google
- Analytics, HotJar, in line with programme decisions and developments.
- Design, generate and analyse monthly and quarterly data reports in line with agreed requirements and give feedback to other Student Space programme team members.
- Ensure good data management and systems are effective and efficient.
- Representing the programme at various digital group meetings.

University Directory

- Lead the ongoing maintenance and administration of the Student Space University Directory, including liaising with higher education institutions across the nations to add/amend details of their student support services and uploading data onto the website.
- Support the Student Space Senior Programme Manager and Communications team to promote the University Directory, for instance writing copy about the directory, supporting and/or delivering promotional activities e.g. webinars.

Relationship and stakeholder support

- Work closely with the Student Space Senior Programme Manager and wider team to build and manage stakeholder relationships including Governance Group members and student support staff in higher education institutions.
- Schedule, attend and minute the programme Governance Group, sharing actions with the programme team.
- Support stakeholder and relationship activities in other programme areas when appropriate, for instance arranging meetings, and supporting events including presenting at events.

Other programmes responsibilities

- Provide flexible support to other programmes at timely points across the academic year such as Sector Improvement to enable efficient and impactful delivery.
- Actively participate in the testing and embedding of new digital systems being led by the Digital Lead to increase efficiency and engagement for Student Minds Programmes and the organisation as a whole, for instance, collating product requirements.
- Keep abreast of developments in Higher Education and collect insight from sector partners, particularly but not exclusive to within the student movement and share with the team when appropriate.

Other programmes responsibilities

- Such other duties as may be reasonably prescribed by the organisation, appropriate to the grade and responsibilities of this post.
- Build relationships with and provide support to the Programme Officers within the organisation to enable cross-team working and alignment of work.
- Attend regular team meetings with Student Minds colleagues.
- Undertake training and attend conferences as appropriate.
- Ensure equality and inclusion responsibilities for your area of work.
- Follow data protection, safeguarding, confidentiality and relevant organisational policies and procedures.
- Work flexibly and undertake tasks to support Student Minds colleagues as required.
- Contribute to the strategic decision-making for the charity.

Person Specification

We are open to candidates who don't meet all the experience and skills criteria. If you are excited about the responsibilities in the role and feel you meet the minimum criteria listed below, we encourage you to apply.

Criteria	Minimum requirement	Desirable
Experience		
Experience of using relevant software and applications (such as Google Suite and/or Microsoft Office, Zoom and other digital systems).	x	
Experience of using data systems, data reporting and data entry.	x	
Some experience with communications or marketing, such as writing copy/ materials to successfully promote or advertise a service.		x
Skills and Knowledge		
Commitment to Student Minds' vision and mission, passionate about mental health and wellbeing.	x	
Excellent communication skills, both written and verbal.	x	
Excellent attention to detail and accuracy.	x	
Excellent prioritisation and time management skills.	x	
Excellent organisational and coordination skills.	x	
Ability to undertake basic research and able to consume, analyse and summarise.	x	
Ability to collate, interpret and analyse data from a range of sources.	x	
Knowledge of the mental health landscape in UK Higher Education and issues facing students generally.		x
Knowledge and/or experience of digital products or projects.		x

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Criteria	Minimum requirement	Desirable
Personal attributes		
Self-starter, solutions focussed and ability to work on own initiative.	x	
Ability to build and maintain good working relationships with internal colleagues as well as external stakeholders and work both independently and collaboratively with team members.	x	
Commitment to Student Minds vision and values including our priorities of student co-production, inclusion and anti-racism; interest in mental health and wellbeing	x	
Flexibility to travel to meetings as required within the UK and able to work evenings and weekends on rare occasions.	x	

Benefits

We want people to thrive at Student Minds; we believe you do your best work when you feel your best. As such, our team comes first and we are proud of our culture; we offer a supportive, flexible and enjoyable place to work.

As part of our staff team, the following benefits are available:

- Generous annual leave allowance - 25 days' annual leave, plus bank holidays, plus a 2-week winter closure
- Flexible working - we encourage all employees to reflect on when and where they work best and how they need to fit work around caring or other commitments.
- Wellbeing is at the heart of what we do - we support staff to implement Wellness Action Plans and offer 10% of weekly working hours for you to invest in your wellbeing.
- Access to Employee Assistance Programme - we also offer wellbeing support through an Employee Assistance Programme which provides a wide range of resources as well as confidential counselling.



For other benefits and more information please see our [website](#).

To apply

Our jobs are open to all.

We believe that diversity in the workplace creates dynamic, relevant organisations, fostering spaces for innovation and creativity. Embracing diversity, promoting equality, and challenging discrimination are values we wholeheartedly endorse. We warmly welcome job applications from individuals of all backgrounds.

This broader collective perspective enriches our ability to make a significant impact, and we are actively striving to enhance diversity within our team. We're looking forward to hearing from candidates who want to help us make our vision a reality. We are keen to hear from individuals with personal experience of mental health difficulties and we particularly encourage applications from men and ethnic minorities, who are currently under-represented in Student Minds.

You'll notice that we don't collect CVs at Student Minds, and instead, we have a short application form to create more of a level playing field for all of our applicants. We also ask for you to complete our separate equality monitoring form - this is kept separate from the main application process and only reviewed if you confirm you would like to be considered under our Priority Interview Scheme for candidates from an ethnically diverse background or where there is a tie-breaker in shortlisting so we can consider inviting those who are currently underrepresented in Student Minds to interview as a priority. For more information on the Priority Interview Scheme [please refer to our website](#).

The deadline for applications is Sunday the 18th of August at 11:59 pm.

Please note that we reserve the right to close the application deadline earlier than anticipated if we feel we have received a sufficient number of qualified candidates.

Please detail your relevant skills and experience that make you a good fit for the role. Please use the person specification as a guide. You might want to use the [STAR method](#) to structure the answers you give to questions.

You will hear back from us by the 26th of August and should you be shortlisted, an [interview will take place online w/c 2nd of September](#) and will involve a competency interview along with a short presentation or task. We will provide details about the task a week in advance to allow candidates time to prepare and we will also provide the interview questions 60 minutes in advance so that all candidates can perform at their best.





If you have any questions about the role itself, please contact vacancies@studentminds.org.uk.

To apply, fill in our [equality monitoring form](#), and download, complete and submit the application form [via this unique Programme Coordinator \(SS\) recruitment link](#).



Find us online:

www.studentminds.org.uk

@StudentMindsOrg    



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