

TESTIMONY

PEOPLE AND PLACES OF THE HOLOCAUST

Application Pack

SUPPORT OFFICER, LESSONS
FROM AUSCHWITZ PROJECT



Introduction

Thank you for your interest in the role of Support Officer, *Lessons from Auschwitz* Project. This pack provides information about our organisation, the role and the application process. If you would like further information, please visit our website at www.het.org.uk or contact us before you submit your application.

The Support Officer, *Lessons from Auschwitz* Project provides high-quality administrative, logistical and data support to the logistics on the Trust's programmes, helping to ensure the smooth delivery of the programme throughout the year. Working closely with the wider logistics team, the postholder will be the first point of contact for many participant enquiries and will play a key part in the behind-the-scenes organisation of visits, seminars and events.

Job Description

Contract	Part time - 3 days a week (22.5 hours per week)
Responsible to:	Lessons from Auschwitz and Digital Transformation Manager
Line management:	N/A
Salary:	£18,600 per annum (£31,000 FTE)
Location:	Hybrid working - 1 day from home and 2 days in the Central London office per week. Occasional travel around the UK and to Poland

About the Holocaust Educational Trust

The Holocaust Educational Trust (HET) is a leading UK charity dedicated to promoting education and remembrance of the Holocaust through its educational programmes and advocacy efforts, challenging antisemitism and promoting tolerance and understanding to benefit future generations.

Working across the UK, the Holocaust Educational Trust partners with schools, universities, communities and policy makers, to educate thousands of young people across the country. Our core educational activities include our flagship *Lessons from Auschwitz* Project, youth engagement activities and Testimony 360: People and Places of the Holocaust, a digital programme.

About the *Lessons from Auschwitz* Project

The *Lessons from Auschwitz* (LFA) Project is the Trust's flagship programme for post-16 students and teachers. Based on the premise that 'hearing is not like seeing', this four-part course includes orientation and follow-up seminars, a one-day visit to the Auschwitz-Birkenau Memorial and Museum in Poland, followed by participants' own Next Steps projects in their schools and communities.

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Key Responsibilities

Programme Administration

- Process registration forms and add participants to the Trust's online platforms.
- Manage and update the database of educational contacts, ensuring records are accurate and up to date.
- Manage sign-ups to, and support the administration of, the Trust's Learning Hub.
- Compile reports and statistics relating the Trust's programmes.
- Administer the Next Steps element of the programme: respond to enquiries via phone and the Next Steps inbox, process submissions, liaise with moderators, chase late submissions and issue certificates to successful participants.
- Maintain Next Steps records and collate statistics so that submission rates can be monitored.
- Process incoming post and respond to telephone and email enquiries from student and teacher participants.
- Provide general administrative support to the wider logistics team.
- Book staff and educator travel, accommodation and couriers for visits.
- Provide logistical support on visits to Poland twice a year, and for online and in-person seminars.
- Prepare educational materials ahead of visits and seminars.
- Organise internal meetings and take minutes.
- Track project expenses and send invoices.
- Order stationery and educational resources.
- Administer educator and project staff compliance records, including DBS checks, required training, safeguarding documentation and signed educator agreements, flagging any gaps to the Designated Safeguarding Lead.

Other Duties

- Act as the main point-of-contact for the Rabbinical team: organise external meetings before and after projects and arrange travel and accommodation.
- Support the Senior Education Officer with the allocation of freelance educators to projects.
- Support the delivery of in-person and online events across the Trust's calendar, including the annual Ambassador Conference and Appeal Dinner.
- Provide support for the Trust's other programmes and initiatives when needed.
- Carry out any other reasonable request from the Executive Team

This job description is not an exhaustive list of duties and may be reviewed and amended in consultation with the postholder to reflect the developing needs of the Trust.

Person specification

Essential	Desirable
Experience	
• Strong administrative experience, ideally gained in a busy office, programme or events environment • Able to work collaboratively as part of a small team and build positive relationships with colleagues, educators and external partners • Discretion and sensitivity appropriate to the subject matter of the Trust's work and to handling personal data	• Experience of maintaining databases or CRM systems • Experience of booking travel and accommodation, or of event logistics • Experience in the charity, education or museum sector • An interest in Holocaust education and the work of the Trust
Skills	
Essential	
• Strong written and verbal communication skills, with a professional and warm telephone and email manner • Well organised, able to prioritise a varied workload and meet deadlines during busy delivery periods • Confident user of Microsoft 365, particularly Outlook, Excel, Word and Teams • Willingness to work occasional early mornings, evenings and long days to support visits, seminars and events, with time off in lieu • Excellent attention to detail and accuracy, particularly when processing forms, data and financial information	



Company Benefits

Annual leave

- Full-time employees are entitled to 22 days annual leave each year plus bank holidays.
- This increases by one day after 2 years continuous service and is capped at 25 days annual leave plus bank holidays.

Office closure days

- The office will be closed on the Jewish High Holy Days of Rosh Hashanah and Yom Kippur when they fall on a weekday.
- It will also be closed from Christmas Day, up to and including New Years Day.

Maternity leave Pay

- Employees with 26 weeks - 18 months continuous service: Statutory Maternity Pay is paid up to 39 weeks.
- Employees with 18 Months - 3 years of service: 100% of earnings for the first 8 weeks. Remaining 31 weeks/end of SML employee paid SMP plus 15% of earnings
- Employees with 3-5 years service: 100% of earnings for the first 10 weeks. Remaining 29 weeks/end of SML employee paid SMP plus 15% of earnings
- Employees with 5+ Years service: 100% of earnings for the first 12 weeks. Remaining 27 weeks/end of SML employee paid SMP plus 15% of earnings.

Paternity/Partner leave policy:

- 2 weeks of leave can be taken but the weeks do not need to be taken consecutively. This would be paid full pay.
- The prospective father/partner would also be entitled to attend a maximum of two antenatal appointments lasting no more than 6.5 hours and be paid for this time.

Pension

- Employees with under 5 years' service are eligible to receive 5% pension contribution.
- Employees with over 5 years continuous service are eligible to receive a 7% pension contribution.

Private Medical Insurance (PMI)

- Employees with less than 5 years continuous service are eligible for basic cover.
- Employees with over 5 years continuous service are entitled to premier cover.

Life Assurance

- All employees are automatically signed up to our Group Life Assurance policy
- This benefit pays out 4 times an employee's annual salary to their nominated person should they pass away while employed at HET.

Income Protection

- Employees are automatically enrolled into our income protection scheme.
- If an employee has been signed off work due to sickness/incapacity for over 13 weeks, the policy will pay the employee
- 60% of their salary for a maximum of 3 years or up to the age of 65 years old if sooner.

ZGP24 Service

- As part of the life & income protection cover staff are eligible for this 24/7 virtual GP service and you can use it to book private virtual GP appointments to assess health issues / issue prescriptions/ open private referrals.

Employee Assistance Programme (EAP)

- EAP is a confidential employee benefit designed to help you deal with personal and professional problems that could be affecting your home life or work life, health and general well-being.
- Our EAP service provides a complete support network that offers expert advice and compassionate guidance 24/7, covering a wide range of issues.

Season Ticket Loans

- Are available on request.



Application Process

Please submit your CV and a covering letter, setting out why you would like the role and how you meet each component of the person specification, to recruitment@het.org.uk.

Application closing date:
9am, 3rd August

1st stage in-person interviews:
w/c 10th August

Applications will be reviewed continuously before the closing date, and we reserve the right to close applications early. If you would like to arrange an informal discussion about the role, or would like further information please contact recruitment@het.org.uk

Please Note:

All applicants must be eligible to work in the UK at time of application.

As an educational charity, the Trust is committed to safeguarding and promoting the welfare of children, young people and adults at risk. Therefore, all applicants will undergo strict vetting procedures and safeguarding checks before appointment and relevant pre-employment checks (this includes but is not limited to: DBS checks, qualification, reference and identity checks, and social media and internet searches).

This role involves regulated activity relevant to children, therefore it is an offence to apply for this role if you are barred from engaging in regulated activity relevant to children.

This role is subject to an Enhanced and Children's barred list level disclosure and barring service check