



Anna Freud

Job Profile

Job title	Administrator - Schools and Colleges Early Support Service (SCESS)
Reporting to	Project Manager- Schools and Colleges Early Support Service
Employer	Anna Freud
Salary	£26,000 FTE per annum, plus 6% contributory pension scheme
Location	Hybrid (a mixture of home/onsite working): staff are working onsite for at least 20% of their working hours, either at our London site (4-8 Rodney Street, London N1 9JH) or our Northern Hub (Huckletree, The Express Building, 9 Great Ancoats Street, Manchester M4 5AD).
Working hours	Full time: usual working hours are Monday to Friday, 09:00-17:00. A job-share may be considered for this role
Holidays	27 days plus Bank Holidays FTE
Term of contract	Permanent
DBS level	Standard

About Anna Freud

We are a world-leading mental health charity for children, young people and their families. Our purpose is to take everything that we have learned over the last 70 years, and to transform the mental health of current and future generations of children and young people, to close the gap between mental illness and mental wellness - and to create a more compassionate society for everyone. Our vision is a world where all children and young people are supported effectively to enable them to develop their emotional and mental health, build on their strengths and achieve their goals in life. Our mission is to close the gap in wellbeing and mental health by advancing, translating, delivering, and sharing the best science and practice with everyone who impacts the lives of children, young people and their families.

Purpose and overview of the role

The Administrator sits in the Clinical Help in Schools Department within the Schools Division. The vision of the Schools Division is one where all schools and colleges in the UK are mentally healthy. This means the mental health and wellbeing of children and young people is prioritised alongside their academic attainment. The Schools and Colleges Early Support Service works with schools to offer direct remote support to children, young people, families and school staff across England. The Administrator will provide administration support for the Schools and Colleges Early Support Service.

Main responsibilities of the role

- Service administration and oversight of all interventions and offers;
- Support for clinical delivery and practitioner liaison;
- Scheduling - including appointments, webinars and trainings;
- Internal and external meeting administration, both virtual and in-person, including creating agendas scheduling and minute taking;
- Service mailbox management and escalation;
- Stakeholder communications and sharing prepared communication materials;
- Liaison with education professionals throughout school term;
- Tracking uptake of the offer and identifying any barriers;
- Managing and updating databases/spreadsheets as well as collating and reporting on data collected from events, website analytics and mailings.

All employee responsibilities:

- Maintain an awareness of and actively follow and promote Anna Freud's policies, including Equal Opportunities, Health and Safety, Safeguarding and Information Governance;
- Complete all Anna Freud mandatory training, including but not limited to Safeguarding, Health and Safety, Equality and Diversity and Information Governance, within the required timescales;
- The welfare of the children, young people and vulnerable adults who come into contact with our services either directly or indirectly is paramount and all staff have a responsibility to ensure that best practice is followed, including compliance with statutory requirements.

To be noted

This is not an exhaustive list of tasks; the employee will be asked to undertake other ad hoc tasks relevant with the scope and purpose of this role. This job description reflects the present requirements of the role, and as duties and responsibilities change/develop, the job description will be reviewed and be subject to amendment in consultation with the post-holder.

Person Specification

Before starting your application, please read the below in full to understand the requirements of this role. The key criteria which will help us to assess candidates are listed below. There is guidance to highlight at which stage the criteria will be assessed. **Please ensure all criteria listed to be assessed at application stage are evidenced in your supporting statement.**

Criteria	Assessment Method (Application/Interview/Task)
Qualification/training, experience and/or knowledge	
Experience or knowledge of working in a busy office environment in an administrative role.	Application and interview
Skills and/or abilities	
Tech savvy and confident IT user, able to comfortably navigate MS office, web, and CRMs with ease.	Application and interview
Highly organised, keen eye for detail, and strong time management skills to manage competing deadlines.	Application and interview
Proactive approach to problem solving.	Application and interview
Able to work flexibly, both independently and collaboratively as part of a team.	Application and interview
Strong written and verbal communication skills, and good interpersonal skills.	Application and interview
Understanding or willingness to learn about the school environment and the need for tact, diplomacy, confidentiality and operating within safeguarding policies.	Application and interview
Other requirements (where applicable)	
Willing and able to take annual leave outside of academic/school term-time only.	Application and interview

During the interview(s), candidates will be asked at least one question regarding our values, and one question regarding equity, diversity and inclusion (EDI). We expect everyone to actively demonstrate our values and inclusive behaviours in all areas of their work. **Our values and EDI statement can be viewed [here](#).**

Equal opportunity

We ask our people to share their diversity dimensions with us as it helps us to identify, tackle and prevent any bias appearing across the employee lifecycle at Anna Freud. Monitoring this information allows us to understand how well our efforts to improve diversity, equity and inclusion are working. Your responses will be held securely by our HR team in accordance with our privacy policy and will not be seen

by recruiting managers or the interview panel at any stage of recruitment, therefore your responses will not form part of our selection process.

Further support

We want to ensure all candidates can access and apply for our vacancies equitably, if you require any additional assistance to apply or would like to find out more about the role, please contact us on recruitment@annafreud.org. We aim to provide reasonable adjustments where operationally possible for the work that we do.

Post-interview

If successful after interviewing, you will be notified verbally with a job offer and pre-employment checks will be initiated.