



Anna Freud

Job Profile

Job title	Clinical Administrator - Schools and Colleges Early Support Service (SCESS)
Reporting to	Project Manager - SCESS
Employer	Anna Freud
Salary	£27,851 FTE per annum, plus 6% contributory pension scheme
Location	Remote - on occasion the post holder may be required to attend a meeting at our London Office (4-8 Rodney Street, London N1 9JH)
Working hours	Full-time: usual working hours are Monday to Friday, 09:00-17:00. Flexible working is possible.
Holidays	27 days plus Bank Holidays FTE
Contract type	Fixed term to August 2027
DBS level	Enhanced with Adult & Child

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 Schools and Colleges Early Support Service (SCESS), part of Anna Freud's Schools & Clinical Practice Division, provides evidence-based remote mental health and wellbeing support. Working nationally with schools, colleges and other education settings, the service offers timely early intervention for young people and support for parents, carers and education professionals.

As a core member of SCESS, the Clinical Administrator will provide high-quality administrative and operational support that enables the clinical team to deliver the service safely and effectively. The post-holder will coordinate referrals, appointments, service-user records and communications, as well as administration for the wider range of SCESS interventions and service offers.

The role requires effective communication with a range of stakeholders including young people, parents and carers, education professionals and the handling of sensitive clinical and safeguarding information. The post-holder must manage competing priorities, escalate concerns appropriately, and work in line with confidentiality, safeguarding and information governance requirements.

Main responsibilities of the role

- Coordinate referral, screening and allocation processes, ensuring information is complete and escalating queries/concerns as appropriate.
- Maintain accurate, timely and confidential service-user records and case information on the Relationships Platform and other approved systems.
- Provide administrative support for casework and intervention delivery, coordinating appointments and preparing correspondence/communications.
- Communicate professionally and sensitively with all stakeholders to support effective service delivery.
- Support the organisation of service activities, including clinical appointments, consultations, webinars, training and other SCESS events.
- Provide administrative support for meetings, including scheduling, agenda preparation, minute taking and action tracking.
- Maintain service databases and support the collection, analysis and reporting of activity, engagement and outcome data.
- Participate in team meetings, supervision and reflective practice activities to support service effectiveness and professional development.
- Monitor service mailboxes and communication channels, identifying and escalating safeguarding, clinical or operational concerns as per procedures.
- Support safeguarding and clinical administration by accurately recording, maintaining and securely sharing relevant information as appropriate.
- Handle sensitive and confidential information in accordance with safeguarding, information governance and data protection requirements.

All employee responsibilities:

- To maintain an awareness of and actively follow and promote Anna Freud's policies, including Health and Safety, Safeguarding and Information Governance;
- To 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 lead by example by demonstrating the values and behaviours in the Anna Freud behavioural framework, making sure both how we work and what we achieve are equally important;
- To contribute to a values-led culture, recognising that the behavioural framework is shaped by staff across Anna Freud.

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 view the table and further information below in full to understand the role requirements. The key criteria used to assess candidates are listed below. Please refer to the assessment method for 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 of supporting busy clinical teams in health, mental health, education or other services working with children, young people and/or families.	Application / Interview
Good working knowledge of administrative processes, including maintaining accurate up to date recording systems, collating and analysing data and compiling internal and external reports.	Application / Interview
Knowledge of or willingness to develop knowledge of safeguarding, confidentiality and information governance within a service supporting children, young people and families.	Application / Interview
Skills and/or abilities	
Confident and competent IT user, able to navigate Microsoft Office applications, web-based systems and CRM/case-management systems.	Application / Interview
Highly organised, with excellent attention to detail and strong time-management skills, and able to manage competing priorities and deadlines.	Application / Interview
Ability to build effective working relationships in a multidisciplinary setting, collaborate flexibly with colleagues and work independently when required.	Application / Interview
Ability to exercise sound judgement, recognise issues or concerns that require escalation, and take a proactive and proportionate approach to problem-solving.	Application / Interview

Other requirements (where applicable)	
Ability to deal with sensitive issues and confidential information with tact and sensitivity.	Application / Interview
Willing and able to take annual leave outside of academic/term time	Application / Interview

During the interview(s), candidates will be asked about our values and equity, diversity and inclusion (EDI). We expect everyone to actively demonstrate our values and inclusive behaviours in all areas of their work. Please read about [our values](#) and [our commitment to EDI](#) before starting your application.

Equal opportunity

We ask you to share your 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 Recruitment team in accordance with our privacy policy and will not be seen by recruiting managers or the interview panel at any stage, therefore your responses do not form part of our selection process. Please read [our selection process](#) for what to expect when applying for a role.

Further support

We want to ensure all candidates can access and apply for our vacancies equitably. We aim to provide reasonable adjustments where operationally possible for the work that we do. Please read our [application guidance](#) for frequently asked questions. If you require any assistance to apply or would like to find out more about the role, please contact us via recruitment@annafreud.org.

Post-interview

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