



Anna Freud

Job Profile

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| Job title | Education Support Officer |
| Reporting to | Head of Operations - Education and Training Division |
| Employer | Anna Freud |
| Salary | £25,480 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, at our London site (4-8 Rodney Street, London N1 9JH). The post-holder will also be expected to support any in-person teaching days as required. |
| Working hours | Full-time (35 hours per week): usual working hours are Monday to Friday, 09:00-17:00. Flexible working is possible. |
| Holidays | 27 days plus Bank Holidays FTE |
| Term of contract | Permanent |

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

Anna Freud works in close collaboration with University College London (UCL) to deliver numerous postgraduate programmes, which are grouped into two 'streams': Academic Research Programmes and Workforce Development Programmes. The delivery of these programmes is supported by the Postgraduate Studies (PGS) department, under the direction of the Education and Training Division Leadership Team. The administration is overseen by the Head of Operations and supported by Senior Education Managers, Senior Course Tutors and other Education and Programme Officers with individual responsibility for their allocated programmes.

The Education Support Officer is a pivotal role in the fast-paced and growing department. There will regularly interact with a diverse range of people, both internal and external to the department.

Main responsibilities of the role

Support for PGS Operations:

- Support activities by undertaking ad-hoc tasks/projects (e.g. reviewing and refreshing all teaching and learning resources to ensure they meet UCL's accessibility guidelines; developments to help enhance Equality, Diversity and Inclusion (EDI) within PGS provision, etc.);
- Provide secretarial support for servicing committees/meetings, including production of agenda and minutes, as required - this would include support for termly PGS Operations meetings and PGS Staff-Student EDI Group meeting;
- Support the work of the Senior Course Tutor, to take on project work and support the administration of the department's alumni network and delivery of the weekly Academic Seminar Series;
- Work with the Head of Operations and Senior Education Managers to support timetabling processes as required;
- Support the Student Recruitment and Marketing Officer in all aspects of their role including implementation of the PGS marketing strategy and facilitating recruitment to all relevant programmes at Anna Freud. This will entail updating and creating new content for Anna Freud and UCL web pages, as well as revising promotional material and prospectus pages;
- Support the coordination and delivery of PGS events, including recruitment and promotional initiatives such as Open Days or alumni/careers events and other staff/student social gatherings (e.g. booking rooms, organising guest speakers, arranging catering, etc.);
- Assist in recruitment initiatives and publicity including the coordination of Open Day events and interviews, as directed;
- Provide administration cover for the wider work of PGS, dealing with a range of enquiries by telephone, email, letter and in person, relating to entry requirements and enrolment, etc.;

- Provide cover for other colleagues, namely Programme Officers, in busy periods or when staff are on annual or sick leave;
- To adhere to and ensure compliance with CMA guidance for higher education institutions.

Support for Programme Delivery:

- Support the work of the Senior Education Managers and programme delivery by undertaking ad-hoc tasks;
- Assist Programme Officers in acting as a first point of contact for designated course/programme queries from current/prospective students and staff, including helping to maintain shared mailboxes and respond to email queries;
- Support Admissions processes, including handling of queries, applications, interview arrangements and offers;
- Provide support with a range of online teaching platforms as needed, and attend relevant training sessions;
- Assist with start of session arrangements, including updates to programme handbooks, refreshing course content on Moodle pages and preparation for induction and enrolment;
- Create and distribute registers/attendance lists to academic/teaching staff as appropriate;
- Email students concerning changes to timetables, seminars, coursework etc.;
- Support delivery of teaching and learning, including setting up slides in teaching rooms, dealing with guest lecturers and assisting Programme Officers with any other activities related to the delivery of Practice Tutor Groups and/or seminars;
- Support Programme Officers with monitoring and recording student attendance, including preparation, issue and return of class lists;
- Provide support with minuting of meetings where required, e.g. SSCCs (Staff-Student Consultative Committees) and Board of Examiner meetings;
- Collate data such as student evaluation questionnaires, EDI data for external guest speakers, etc.;
- Provide Programme Officers with support for assessment submissions (and returns), processing these for first and second markers, including technical support for video submissions (training will be provided);
- Provide support on various exam-related tasks including supporting arrangements for invigilation;
- Support the Exam Liaison Officer with mark entry into Portico and other planning for exam board meetings, including collation of sample work and preparing Board documentation;
- Help with the release of marks and feedback, including letters for provisional and final results;
- Liaise with relevant offices elsewhere in UCL, particularly the UCL Admissions Office, Student Records and Faculty office.

Support for Education and Training Division:

- Provide secretarial support to the Education and Training Division Leadership Team as and when required with correspondence, diary management, enquiries, processing of expenses, etc.;
- Provide support with organising and minuting of meetings where required, e.g. Education and Training Division Staff Meetings and Division Line Managers Group;
- Support staff recruitment across the Division, including dealing with related enquiries, placement of job adverts, sending out interview invites to shortlisted candidates, organisation of interview panel and support with issuing any task-orientated exercises.

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) |
|--|---|
| Experience and/or knowledge | |
| Programme/course administration in a higher or further education teaching and learning environment | Application/Interview |
| Skills and/or abilities | |
| Good interpersonal, verbal and written communication skills, with the ability to diplomatically and confidentially liaise with a variety of staff and students | Application/Task/Interview |
| Ability to pay attention to detail and work accurately with high volumes of information | Application/Task/Interview |
| Ability to work proactively and autonomously but also collaboratively as part of a team and under guidance/instructions from senior and more experienced colleagues in the team | Application/Task/Interview |
| Ability to work flexibly to manage own workload, work well under pressure and prioritise conflicting deadlines with little supervision | Application/Task/Interview |
| Confident IT user, able to demonstrate use of Microsoft Officer suite (e.g. Word, Excel, Outlook, PowerPoint and Forms) coupled with a willingness to learn and use new IT systems quickly (e.g. Moodle, SITS) | Application/Task/Interview |
| Other requirements (where applicable) | |
| Commitment to high-quality service provision and delivering an excellent and inclusive student experience that is also accessible | Application/Task/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.