



Anna Freud

Job Profile

Job title	Training and Conferences Officer (Digital)
Reporting to	Training, Conferences and Events Lead
Employer	Anna Freud
Salary	£30,160 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, 35 hours per week; usual working hours are Monday to Friday, 09 to 17 - flexibility to support trainings and events outside of these hours is required.
Holidays	27 days plus Bank Holidays FTE
Term of contract	12-month fixed term

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 delivers a wide range of training, conferences and events aimed at mental-health and allied professionals. The trainings typically span one to five days, and content ranges from teaching specific therapeutic methods for working with people, to helping professionals gain deeper understanding of types of patient behaviour, through to research methods. The Training, Conferences and Events team has grown considerably over the last five years to support the growth in audience reach, and the team generates a significant proportion of Anna Freud's income.

The Training and Conference Officer will sit within the Education and Training Division at Anna Freud and will join a friendly and supportive team working on digital transformation, and specifically on implementing a new Customer Relationship Management (CRM) - Salesforce - and Learning Management System.

They will work closely with colleagues from other teams and divisions, supporting the design, testing, development and maintenance of new systems. They will work closely with the Training, Conferences and Events Team on gathering requirements, creating and overseeing team-specific processes and resolving CRM issues.

The ideal candidate should have previous experience of working in a fast-paced environment. Some previous experience of Salesforce is desirable. They will have strong organisational and analytical skills and good communication skills for liaising with a wide range of stakeholders.

Main responsibilities of the role

- Provide administrative and practical support to the Training, Conferences and Events team to ensure the successful running of the training delivered online and in-person (e.g., liaising with commissioners and delegates, distributing pre and post event materials, co-ordinating with tutors, setting up Zoom meetings and facilitating trainings online, emailing login details for meetings, meeting and greeting delegates, ordering catering and preparing handouts);
- Set up online trainings and facilitate the start of sessions and be available to tutors for any questions during trainings;
- Book travel and accommodation for course tutors when required;
- Oversee and act as administrative lead for certain training programmes;
- Respond to a high volume of e-mail and phone enquiries relating to training and conferences;
- Provide administrative support to course tutors (e.g., updating and branding documents, provide Zoom user guide sessions to tutors);
- Assist with setting up AV equipment in the training rooms;
- Schedule course dates, set up contracts and book rooms;
- Process course bookings, distribute invoices and monitor payments for training and conferences;

- Maintain accurate records of trainee information, courses and events across our systems;
- Update the training and conferences webpages;
- When necessary, provide cover to other team members and be responsible for organising specific course team meetings, writing agendas, taking minutes and sharing these minutes.

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 Centre 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 post, 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)
Experience and/or knowledge	
Project coordination: experience of working in a fast-paced, deadline-driven environment, managing time effectively under pressure and working to strict deadlines.	Application/Interview
Event or training experience: experience of organising and delivering events, such as trainings, online or in-person.	Application
Skills and/or abilities	
A proactive, calm and flexible approach to work: ability to manage time effectively under pressure and work to strict deadlines.	Application/Interview
Good organisational skills: ability to work on multiple projects simultaneously, prioritise a busy workload and work with conflicting deadlines with little supervision.	Application/Interview
Communication: effective interpersonal, oral and written communication skills, capable of working with people at all levels of the organisation, as well as external stakeholders.	Application/Interview
Ability to work independently and collaboratively as part of a team: able to work autonomously, effectively managing own workload as well as working as part of a team.	Application/Interview
Good attention to detail: ability to work with high accuracy and good record-keeping skills, managing databases and using initiative to set up efficient administrative systems.	Application
Confident IT user: knowledge of Microsoft Office suite, databases and online platforms.	Application

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.