



Anna Freud

Job Profile

Job title	Training, Conferences and Events Assistant
Reporting to	Training, Conferences and Events Officer
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, 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, 09:00-17:00, with flexibility to support trainings and event outside these hours, as required.
Holidays	27 days plus Bank Holidays FTE
Term of contract	Fixed-term, 8 months

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 post-holder will join a friendly and supportive team and will also work closely with colleagues from across the Clinical division and more broadly. This is a centrally important role in relation to the team's effective operation, and the post-holder will work across the team to provide administrative support, as well as supporting with specific training programmes. Support will include responding to a high volume of customer enquiries, supporting the Officers with training administration, processing payments, and helping update and maintain our website and databases.

Main responsibilities of the role

- Provide administrative and practical support to the Training, Conferences and Events team to ensure the successful running of the portfolio of trainings, conferences and events;
- Act as the administrative assistant for certain training programmes, ensuring the seamless delivery of these programmes throughout the cycle - conception, planning, execution and evaluation;
- Be the point of contact for all customer enquiries, responding to the vast number of enquiries in a timely manner, and using initiative to translate common enquiries into front-facing solutions;
- Provide administrative support to tutors, e.g. providing speaker briefings, delivering Zoom user guide sessions, booking travel and accommodation when needed;
- Administer course booking enquiries, and process transfers, cancellations and refunds;
- Monitor incoming payments for trainings and allocate to bookings, and issue invoices and receipts;
- Distribute and collate feedback from trainings and issue certificates of attendance;
- Carry out general administrative and office duties to ensure smooth day-to-day running of the department, e.g. stationery ordering, dealing with post, word processing, photocopying and filing;
- Update website content, databases and other systems as necessary;
- Support the monitoring and importing of trainees and contacts on the contact database, and update mailing preferences;

- When necessary, provide cover for other team members;
- Where necessary, be responsible for organising specific course;

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)
Experience	
Office experience gained in a busy, process-driven working environment	Application
Skills and/or abilities	
Good verbal and written communication	Application/Interview
Good attention to detail, particularly in relation to the management of databases and use own initiative to set up efficient administration systems	Application
Ability to manage own workload and prioritise conflicting deadlines with little supervision	Application
Ability to compile information quickly and accurately and solve standard problems in a proactive manner	Application/Interview
Ability to work both independently and as part of a team	Interview
Ability to work well under pressure	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.