

# Programme Support Officer

Recruitment pack



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# About Student Minds

No student should be held back by their mental health. We challenge the health sector, higher education sector and government to work with students when making decisions that impact them and we make them accountable for prioritising student mental health.

By creating and curating resources, stories and tools, we empower students to build their own mental health toolkit to support themselves and their peers through university life and beyond. Together, we're improving university communities so that every student gets the mental health support they need to reach their goals.

We're proud of the progress we've made over the last decade, and the thousands of students and professionals, leaders, funders, and policymakers involved in improving student wellbeing. But we also recognise there is a long way to go to achieve our mission. We're just getting started!

We have recently experienced significant growth and now have a staff team of 30 members and turnover of £1.8 million. There is the opportunity for this to increase further over the next few years.

## Over the next ten years, we commit to:

- Continue driving positive change for students. We'll keep working with the higher education sector, health sector, and government to make student mental health a priority, and we'll continue empowering students to look after their own mental health.
- Ensuring that positive change lasts. We'll focus on preventative, sustainable, long-term changes that will benefit future generations, as well as the students of today.

You can find out more about the [team](#) at Student Minds on our website, as well as read some of the current team member's [reflections](#) on working in the charity and read about our [trustees](#), our [strategy](#) and latest [Impact Report](#).

## Our Values



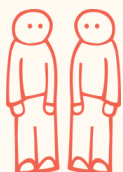
### Collaborative

Teamwork and strategic partnerships help us to achieve better results. We are respectful, supportive and inclusive.



### Courageous

We are willing to challenge the status quo and be decisive to shape a better future. We are ambitious, optimistic and will push the boundaries.



### Empowering

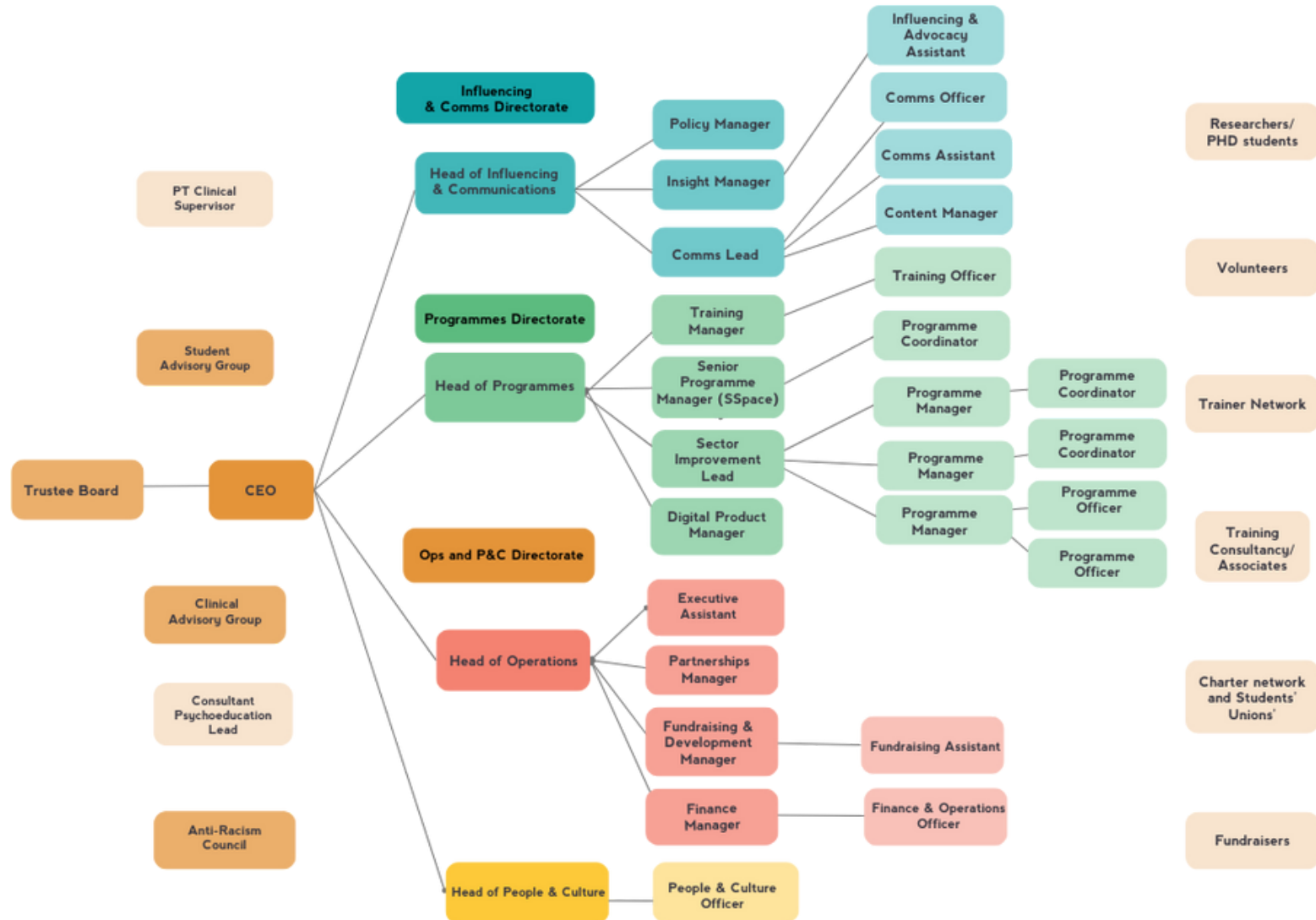
We invest in people, in the belief that they hold the key to effecting real change. We listen and mobilise the student voice.



### Innovative

We strive for the best solution and the highest quality, using expert knowledge and evidence. We learn from our ground-breaking research and data to develop and grow.

# Organisational Chart



# About the Sector Improvement Team

The Sector Improvement Team at Student Minds are responsible for developing and delivering the University Mental Health Charter (UMHC). The team works across the Higher Education Sector to recruit membership to the UMHc Programme and eventually take universities and Higher Education Awarding Bodies through the Award Assessment Process.

The University Mental Health Charter Framework provides a set of evidence-informed principles to support universities to adopt a whole-university approach to mental health and wellbeing.

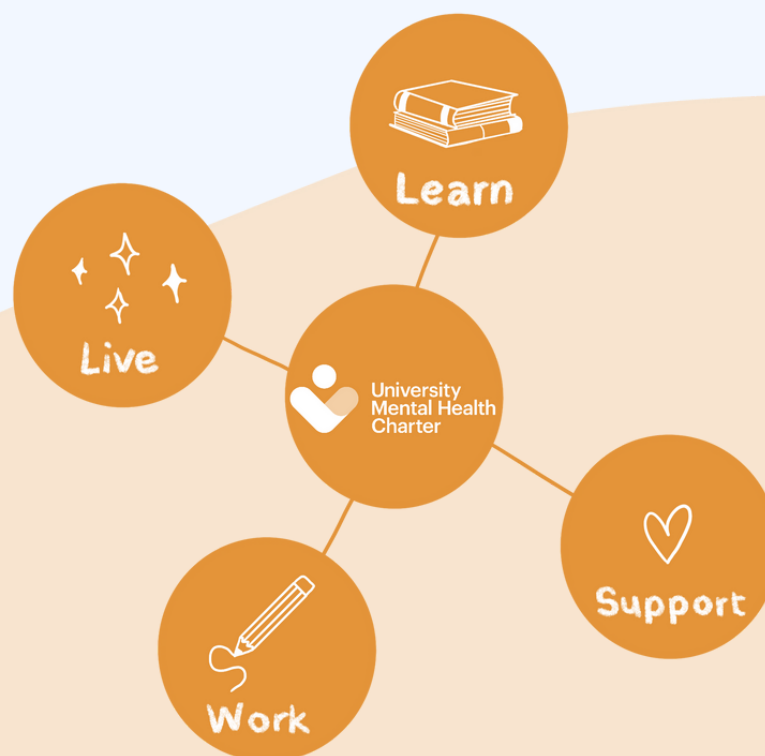
Universities are encouraged to sign up to become a Programme Member. Currently, in 2023-24, there are 96 universities across the UK who are Members of the Charter Programme.

Programme Members have access to practice-sharing events, consultancy, training and development opportunities to upskill them to implement these frameworks in their contexts. Members of the University Mental Health Charter Programme can also apply to the Charter Award, a rigorous accreditation process that recognises those universities that demonstrate excellent practice.

Student Minds is delighted to have been awarded funding from the Office for Students to accelerate the work of the University Mental Health Charter, to support the Minister for Education's announcement encouraging all English universities to register as a member of the UMHc in Summer 2024.

The Sector Improvement Team are therefore expanding their reach, and are recruiting additional team members to support with the delivery of this work.

Candidates will join the team during an exciting period of expansion. We are on the lookout for individuals equipped with key skills, such as accountability, adaptability, resilience and the capacity to flourish within a team that is constantly evolving. The role demands an adeptness at navigating change and uncertainty. Candidates will inspire the team with fresh ideas, implement innovative approaches, and bring a resilient and can-do spirit.



# About the role

The Programme Support Officer will join the expanding Sector Improvement Team. They will provide vital logistical, financial and administrative support and coordination required to successfully run and deliver the University Mental Health Charter Programme and Award, achieve the Sector Improvement Team's key objectives, and contribute to the whole charity's mission and goals.

From booking travel and accommodation, holding responsibility for the planning and administration of the Purchase Order sheets, to liaising with the many stakeholders involved in the assessment and programme processes, you will have an opportunity to be involved in an interesting, fast-paced and exciting role. With keen attention to detail and a proactive and adaptable approach, this is an exciting opportunity to help the team scale the University Mental Health Charter, with the potential to impact 2.5 million staff and students across the UK.

We believe in challenging and trusting you from early on - you'll receive plenty of responsibility to lead in your areas of work, accompanied by support and guidance to fulfil your potential. There are also various learning and development opportunities to help you develop personally and professionally. You will work closely with a vibrant and supportive team that prioritises workplace wellbeing. This is an exciting opportunity to join a growing team, develop key skills, work with university staff and student volunteers and play a vital role in transforming the state of student mental health.



# Key information

<b>Location:</b>	We are open to flexible, hybrid and remote-working, with some in person attendance required to support our conferences and events (approximately 4-6 per year) across the country, and attendance to our in-person team days in Leeds (3 per year).
<b>Accountable to:</b>	Programme Manager (Sector Improvement Team)
<b>Hours of work:</b>	Full time, 37.5 hours a week
<b>Contract:</b>	Fixed term for 18 months (with the possibility to extend)
<b>Salary range:</b>	Band E £21,754- £24,720 per year
<b>Role purpose:</b>	To provide vital logistical, financial and administrative support to the Sector Improvement Team and their delivery of the University Mental Health Charter Programme and Award.
<b>Start date:</b>	As soon as possible, following interviews at the start of May 2024



# Key Responsibilities

## Logistical support

- Provide effective logistical and administrative support to the Sector Improvement Programme(s), working closely with the Sector Improvement Lead and Programme Managers to ensure the successful delivery of the programmes
- Support the the planning and delivery of key Sector Improvement Programme activities including online and in-person events, handling the administrative and logistical tasks e.g. venue booking and travel arrangements
- Support the Charter Award Process by managing logistics for assessors during Award site visits and handling related bookings
- Use of our Project Management tools to set and receive work, manage deadlines and workflows alongside colleagues to complete projects and Programmes in a timely manner, ensuring high quality of work

## Financial support

- Assist in onboarding the University Mental Health Charter Programme by managing administrative tasks such as purchase orders and processing documents (e.g. MOUs, new supplier forms etc.) and outstanding payments
- Administer finances for our Sector Improvement programmes; issuing purchase orders
- and ensuring timely payments
- Work with finance colleagues to ensure correct processes and procedures are followed accurately and compliant with finance requirements, and identify areas for process improvement
- Act as a cardholder for the team, making online purchases such as accommodation and travel bookings and following policies, procedures and guidance in the correct and responsible use of the Student Minds card

## Data and process administration

- Administer data processes for the University Mental Health Charter Programme and Award process, in line with Data Protection Guidelines
- Collate and analyse evaluation data from Sector Improvement events (online and in person), generating timely reports and make recommendations for programme improvement
- Create essential documents requested by the Sector Improvement Programme team to support programme delivery and scalability
- Provide support to the Sector Improvement Team and Award Managers to enable efficient Award Assessment accreditation processes
- Maintain key working relationships with our network of Assessors and University Award Leads, addressing queries, scheduling and minuting award panels, sharing actions with the team



## Working together

- Work closely with the Programme Liaison Officer to successfully deliver all aspects of the role, including managing university relationships, ensuring tasks are picked between roles and when required
- Attend programme-related meetings, and maintain communications with programme participants and key stakeholders through maintaining and use of up-to-date database(s)
- Actively participate in the testing and embedding of new digital systems to improve programme efficiency and engagement
- Stay updated on developments in Higher Education and gather insights from sector partners to feed into team decisions
- Look for opportunities to develop systems and processes to improve ways of working and participate in discussions on the Sector Improvement Team development and improvement

## Other duties

- Such other duties as may be reasonably prescribed by the organisation, appropriate to the grade and responsibilities of this post
- Attend regular team meetings with the Student Minds team and colleagues throughout the year as required
- Ensure compliance with Student Minds' internal procedures and all external legal requirements
- Undertake training and attend conferences in a support capacity when Student Minds is delivering, and attend external conferences as a delegate where required
- Engage with and provide feedback on projects and strategic reports developed by other members of the team
- Work flexibly and undertake tasks to support Student Minds colleagues as needed

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Please note that this job description is an indicated list of responsibilities of the role, and it's not exhaustive. The Programme Support Officer role is part of an expansion and restructure of the Sector Improvement Team, as such the post holder should anticipate that it is possible that the specifics of the role may be subject to change as we understand how the work is best carried out within the team.

# Person Specification

We are open to candidates who don't meet all the experience and skills criteria. If you are excited about the responsibilities in the role and feel you meet the minimum criteria listed below, we encourage you to apply.

Criteria	Minimum requirement	Desirable
<b>Experience</b>		
Working in an administrative or supportive role	x	
GCSE Maths and English, or equivalent qualification or experience or demonstration of ability	x	
Administering finance processes such as raising PO, following up with invoices etc.	x	
Record keeping and data reporting	x	
Working in a remote/hybrid team	x	
Providing logistical support for events eg. booking rooms/catering/travel	x	
Building and maintaining external relationships		x
Coordinating project work		x
Using CRM systems		x
<b>Skills and Knowledge</b>		
A basic understanding of Data Protection processes and policies	x	
An understanding of finance management (invoices, PO's, following financial procedures)	x	
Good numerical skills with excellent attention to detail	x	
Ability to work toward clearly defined targets	x	
Ability to work without close supervision, on own initiative as well as being part of a team	x	

(continued on the next page)

Criteria	Minimum requirement	Desirable
<b>Skills and knowledge</b>		
Ability to work under pressure and to deadlines	x	
Communication skills, both written and verbal, with ability to tailor communication to different audiences	x	
Excellent prioritisation and time management skills	x	
Good IT skills including using relevant software and applications (such as Google Suite and/or Microsoft Office)	x	
<b>Personal attributes</b>		
Confident, proactive and focussed attitude	x	
Ability to thrive in a growing and developing team; ability to adapt to change and uncertainty	x	
Commitment to Student Minds vision and values including our priorities of student co-production, inclusion and anti-racism; interest in mental health and wellbeing	x	
Flexibility to travel to meetings as required within the UK and able to work evenings and weekends on occasion.	x	

# Benefits

We want people to thrive at Student Minds; we believe you do your best work when you feel your best. As such, our team comes first and we are proud of our culture; we offer a supportive, flexible and enjoyable place to work.

As part of our staff team, the following benefits are available:

- Generous annual leave allowance - 25 days' annual leave, plus bank holidays, plus a 2-week winter closure
- Flexible working - we encourage all employees to reflect on when and where they work best and how they need to fit work around caring or other commitments.
- Wellbeing is at the heart of what we do - we support staff to implement Wellness Action Plans and offer 10% of weekly working hours for you to invest in your wellbeing.
- Access to Employee Assistance Programme - we also offer wellbeing support through an Employee Assistance Programme which provides a wide range of resources as well as confidential counselling.



**For other benefits and more information please see our [website](#).**

# To apply

## Our jobs are open to all.

We believe that diversity in the workplace creates dynamic, relevant organisations, fostering spaces for innovation and creativity. Embracing diversity, promoting equality, and challenging discrimination are values we wholeheartedly endorse. We warmly welcome job applications from individuals of all backgrounds.

This broader collective perspective enriches our ability to make a significant impact, and we are actively striving to enhance diversity within our team. We're looking forward to hearing from candidates who want to help us make our vision a reality. We are keen to hear from individuals with personal experience of mental health difficulties and we particularly encourage applications from men and ethnic minorities, who are currently under-represented in Student Minds.

You'll notice that we don't collect CVs at Student Minds, and instead, we have a short application form to create more of a level playing field for all of our applicants. We also ask for you to complete our separate equality monitoring form - this is kept separate from the main application process and only reviewed if you confirm you would like to be considered under our Priority Interview Scheme for candidates from an ethnically diverse background or where there is a tie-breaker in shortlisting so we can consider inviting those who are currently underrepresented in Student Minds to interview as a priority. For more information on the Priority Interview Scheme [please refer to our website](#).

## The deadline for applications is Sunday 21 April 2024 at 11:59 pm.

Please note that we reserve the right to close the application deadline earlier than anticipated if we feel we have received a sufficient number of qualified candidates.

Please detail your relevant skills and experience that make you a good fit for the role. Please use the person specification as a guide. You might want to use the STAR method to structure the answers you give to questions.

You will hear back from us during the week of 29th of April and should you be shortlisted, an interview will take place online on the week of 6 May and will involve a competency interview along with a short presentation or task. We will provide details about the task 5 days in advance to allow candidates time to prepare and we will also provide the interview questions 1 hour in advance so that all candidates can perform at their best.

We also offer an Open Session at 11 - 12 noon on Tuesday 16 April where applicants can ask questions about the role or the charity, providing valuable insight and exposure to our team. Should you wish to take part in the Open session, please register your interest [via this event registration link](#).

If you have any questions about the role itself, please contact [vacancies@studentminds.org.uk](mailto:vacancies@studentminds.org.uk).

To apply, fill in our [equality monitoring form](#), and download, complete and submit the application form [via this unique Programme Officer recruitment link](#).



## Find us online:

[www.studentminds.org.uk](http://www.studentminds.org.uk)

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minds**