



**Anna Freud**

# Job Profile

<b>Job title</b>	Training, Conferences and Events Assistant
<b>Reporting to</b>	Training, Conferences and Events Officer
<b>Employer</b>	Anna Freud
<b>Salary</b>	£27,294 FTE per annum, plus 6% contributory pension scheme .
<b>Location</b>	Hybrid (a mixture of home/onsite working): staff are working onsite for at least 20% of their working hours at Anna Freud, 4-8 Rodney Street, London N1 9JH
<b>Working hours</b>	Full-time: usual working hours are Monday to Friday, 09:00-17:00. Flexible working is possible.
<b>Holidays</b>	27 days plus Bank Holidays FTE
<b>Contract type</b>	Fixed-term until 31 <sup>st</sup> October 2026
<b>DBS level</b>	Enhanced with Child Barring

## 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 Training, Conferences and Events team co-ordinates our training and event offer, which is primarily aimed at allied mental health 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. Our events are typically free, disseminating best practice to wider audiences. The team oversee a wide-range of operational processes, such as trainee applications, new course proposals, trainer and supervisor management, payments, contracts, onboarding trainees, e-learning platform management, pre and post course work, supervision, accreditation, and quality and monitoring.

The post-holder will join a friendly and supportive team and will also work with colleagues from across the organisation. The appointment will be a centrally important role in relation to the team's effective operation, and the successful candidate will work across the Training, Conferences and Events team to provide administrative support, as well as supporting with specific training programmes.

## **Main responsibilities of the role**

### Customer Service

- Be the point of contact for all customer enquiries, responding to enquiries in a timely manner, and using initiative to translate common enquiries into front-facing solutions.
- The post holder will be required to provide support on our Reception for a minimum of one day per week, welcoming and assisting clients to ensure a professional and positive experience.

### Administrative and Operational Support

- 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;
- 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;
- 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.

### Data and System Management

- Support Officers with monitoring incoming payments for trainings and allocation to bookings, and issue invoices and receipts;
- Distribute and collate feedback from trainings and issue certificates of attendance;
- Update systems and databases related to training, conferences and events;

#### Other Duties

- When necessary, provide cover for other team members;
- When necessary, provide reception cover;
- Where necessary, be responsible for organising specific course team meetings, writing agendas, taking minutes and sharing these minutes.

#### 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)
<b>Qualification/training, experience and/or knowledge</b>	
Office experience gained in a busy, process-driven working environment using IT systems, particularly MS Office, and requiring basic website maintenance.	Application/ Interview
<b>Skills and/or abilities</b>	
Good and customer focussed verbal and written communication skills with both internal and external customers.	Application/ Interview
Good attention to detail.	Application/ Interview
Demonstrable ability to set up and maintain efficient administrative systems, including databases.	Application/ Interview
Able to maintain accurate basic financial records, recording transactions and issuing receipts and refunds.	Application/ Interview
Ability to manage own workload and prioritise conflicting deadlines effectively with little supervision, working well both independently and as part of a team.	Application/ Interview
Ability to work effectively under time pressure if necessary;	Application/ Interview
Ability to compile information quickly and accurately and solve standard problems in a proactive manner;	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](mailto: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.