



Job Title: Programme Coordinator, Learning Together for Mental Health

Reporting to:	Research Programme Manager
Direct Reports:	None
Salary:	£28,684
Location:	175 St John's Street, Farringdon EC1V 4LW
Hours & Basis:	5 days a week, 50/50 from home and office, flexible working will be considered. Permanent

About this role:

As part of Place2Be's long-standing collaboration with the London School of Hygiene and Tropical Medicine (LSHTM) and University College London (UCL), we have been supporting the development and evaluation of 'Learning Together', a series of programmes designed to reduce bullying and increase a sense of safety and belonging at school for children and young people. Learning Together has also been found to have a positive impact on students' mental health and academic attainment (initial findings published in the Lancet can be found [here](#)).

The Learning Together for Mental Health (LTMH) programme has been developed with a stronger focus on students' mental health. LTMH includes training in restorative practice for school staff, a student needs assessment and facilitated Action Groups, in which staff and students come together to plan school activities or policy changes to address the mental health and wellbeing needs of the students. In a recent pilot study, LTMH was found to have good feasibility in participating schools. We are now very excited to be able to give secondary schools across the country the opportunity to trial LTMH in their school and to support the evaluation of this innovative programme. We will be working with an evaluation team from Anna Freud and Ipsos in this four-year randomised control trial funded by the Education Endowment Foundation.

We are therefore looking for a coordinator to support this research trial. Working alongside the Research Programme Manager and Programme Lead, the successful candidate will be responsible for providing excellent coordination of programme delivery, exceptional customer service to potential and current stakeholders, and help the team to reach its ambitious project targets.

With high attention to detail and excellent organisational skills, responsibilities will include customer relations, participant bookings, organising resources and financial administration relating to the delivery elements of the programme. They will maintain and build positive relationships with programme delegates, facilitators (both staff and contracted), external contacts, as well as colleagues in wider Place2Be teams. They will work closely with and support other Programme Coordinators to ensure a joined-up approach. They will also support the Programme Manager and Leader to produce regular reports on the outcomes and impact of the programme.

When interest in children's mental health has never been stronger, this is an exciting time to join our dynamic



organisation and make a real difference to children's futures. This is a fantastic opportunity for someone wanting to start their career in project management or to broaden their knowledge of mental health and research career pathways. For the right candidate, there is also the potential for progression opportunities within the Mental Health Workforce Development team and the wider organisation. So, if you have great administrative, organisational and communication skills, together with an enthusiastic, efficient and flexible approach to work and a genuine passion to make a difference, then we would love to hear from you.

Key Responsibilities:

Stakeholder engagement and enquiries

- Support the Research Programme Manager to respond to enquiries, ensure all potential and current stakeholder enquiries are responded to promptly and to agreed timescales and standards, in line with Place2Be's ethos, values, policies and procedures
- To accurately update participant records on the CRM and wider systems. Ensuring all records are stored in accordance with data protection requirements and department protocols.
- Ensure trainings have sufficient participants registered / confirmed and the relevant information is communicated to Trainers and other stakeholders as appropriate.
- Work with the Programme Leader and Action Group Facilitators to support the coordination of delivery
- Supporting the Research Programme Manager with administrative tasks which includes:
 - Monitoring bookings through to school onboarding
 - Ensuring all booking data is kept accurate and up to date in Place2Be's CRM system
 - Assisting with updating and monitoring the activities of the project and booking systems
- Assist with booking venues, travel and accommodation for project delivery
- To alert the Research Programme Manager of any safeguarding matters (Safeguarding training will be provided)
- Supporting the administration of finance records, including creating customer records, raising invoices and processing refunds.
- Supporting the team with resolving payment enquiries
- Assisting with the reporting process for programmes as required
- To create and update process guides for internal and external use

Marketing and Communication

- As directed, to provide information and content to enable the promotion of the Research Trial, as well as logging all expressions of interest and delivery data to support reporting to



funders

- Support with the administration of the case study and testimony process

Quality Assurance, Evaluation and Impact

- To assist the Research Programme Manager with Quality Assurance, Evaluation and Impact processes by helping gather results and outcomes data for regular reporting on project delivery and key performance indicators
- Supporting on the capture and reporting of participant numbers across the Research Trial
- Support the Programme Manager to provide information, support as appropriate to the research partners to support reporting.
- Support the embedding of systems to allow for better data collection, monitoring and reporting via the CRM

General

- Assist in the development, maintenance and improvement of administrative processes to enable the team to function effectively. Bring focus and structure to your areas of responsibility.
- Confident and proficient in using Microsoft Office applications, particularly Excel and PowerPoint.
- To work closely with the Research Programme Manager to ensure smooth running of the project
- Attend relevant team and organisation wide meetings and contribute where appropriate
- Undertake any relevant staff training to comply with Place2Be policies of Difference and Diversity and Data Compliance
- To share, promote and celebrate Place2Be's values, and be dedicated to the organisation's mission, vision and objectives
- To build an understanding of the work of Place2Be and be able to talk about this confidently with participants and enquirers

GDPR

Ensure that the policies and procedures in respect of GDPR are complied with and to contribute to any updating as required

Diversity and Inclusion

A commitment to diversity and inclusion and equity of opportunity. Actively support the equity, diversity and inclusion action plan and report on regional activity as appropriate



Flexibility

The job description is a general outline of the job duties and responsibilities and may be amended as Place2Be develops. The post holder may be required to undertake other duties as may reasonably be required from time to time.

What you will need:

- **Exceptional Organisational Skills*:** Demonstrated ability to effectively manage competing priorities and maintain a structured approach to handling multiple tasks. Proven track record in organising and coordinating complex schedules and logistics, ensuring smooth and efficient programme delivery.
- **Strong Administrative Abilities*:** High attention to detail with experience in managing administrative responsibilities for training programmes or educational courses. Skilled in maintaining accurate records, managing documentation, and supporting the logistical aspects of programme execution.
- **Proficiency in Technology*:** Confident in using Microsoft Office (Word, Excel, PowerPoint) and familiar with CRM database systems and Cascade for tracking customer and booking details. Ability to leverage technology to streamline administrative processes and enhance programme management.
- **Excellent Customer Service:** Proven experience in delivering excellent customer service, including prompt and effective responses to general enquiries and resolution of customer issues. Ability to create a positive and supportive experience for students and stakeholders.
- **Effective Communication Skills:** Strong written and verbal communication skills with the ability to convey information clearly and professionally. Collaborative and adaptable approach to working with diverse teams and stakeholders, ensuring effective interaction and teamwork.
- **Commitment to Values:** A strong commitment to our values of Perseverance, Integrity, Creativity, and Compassion, and the ability to demonstrate these values in your work.
<https://www.place2be.org.uk/about-us/our-work/our-mission-vision-and-values/>.

** Indicates the minimum criteria needed to be considered for a guaranteed interview under the disability confident scheme.*

