



Job Description for Project Manager, Schools and Communities

Job Title:	Project Manager, Schools & Communities
Reporting to:	Head of Operations, Mental Health Workforce
Salary:	£37,511 p.a.
Location:	175 St John's Street , Farringdon EC1V 4LW
Hours and Basis	8-Month Fixed Term Contract (to end June 2027)
Time Commitment:	5 days a week, remote working 50/50 from home and office

ABOUT THIS ROLE

The post holder will have responsibility for developing a clear project plan to support the design, implementation and delivery of our newly refreshed programmes for teachers, school leaders and other trusted adults who work with children and young people. The role includes responsibility for internal and external stakeholder relationships, project planning, including marketing and communication, participant engagement, monitoring and evaluation.

The post-holder will be part of the Mental Health Workforce team and be based at 175 St John Street. They will report to the Head of Operations for Mental Health Workforce Development and will support the set-up of clear delivery targets and an expansion plan for a flexible model of cost-recovery through commissioned work for groups and direct access for individuals.

KEY RESPONSIBILITIES

Stakeholder Relationships

- Working with the Programme Lead for Schools & Communities to understand target audiences and programme formats
- To work with internal teams (Operations, Parenting, Finance, Marketing, Digital Learning and Fundraising) and external teams (Hive Learning, external trainers, payment and booking system providers)

Project Design, Implementation and Delivery

- Working alongside the Programme Leader on designing a flexible delivery format for newly refreshed programmes for school staff and other trusted adults
- To apply learning from existing Place2Be programmes about the best delivery formats, systems and processes for roll-out to participants.



- To work closely with the HIVE learning team to ensure the digital learning platforms are accessible to all necessary users and are fit for user purpose, including weekly monitoring of the users comments.
- To work with the Digital and Marketing teams to develop a compelling attraction campaign for individuals to join our programmes.
- To work with Operations teams on agreeing the delivery of programmes when included as part of a commissioned service. Including developing coherent communications for organisations and participants.

Quality Assurance, Evaluation and Impact

- Work with the Programme Leader to ensure that all the training and programmes are accurate and up to date in light of policy, research and data.
- Develop a process for capturing user experience and feedback for participant evaluation and use data to inform updates and revisions to programmes.
- Support Programme Lead to evaluate and review pilot programmes and their effectiveness through take-up, trainer feedback, participant feedback and make adjustments to programme accordingly.
- Contribute as necessary to reporting led by the Programme Lead and Head of Operations.

Customer / delegate experience and support

- Establish relevant evaluation channels and digital 'pulse checks' across the programmes.
- Be an active presence on the digital learning platforms to ensure users are responded to, queries are dealt with and a sense of community is created through sharing of weekly and monthly updates.

Communications

- Work with the Communications team for marketing and promotion of the programmes and events, within networks and publicly.

General

- Hold a sound understanding and awareness of Place2Be's equal opportunities policy and a personal commitment to equality of opportunity and anti – discriminatory practice in service delivery
- Participate in regular meetings with the Programme Leader to support with the development and revision of the programmes.
- Participate in regular team meetings, contributing to the development of Place2Be and our practice



- Undertake relevant staff training to understand the Place2Be's school based services and the context to which the training programmes are designed.
- Undertake any relevant staff training to comply with Place2Be policies of Difference and Diversity, and Data Compliance.

GDPR

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

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

- * Proven project management experience, including producing and maintaining a project plan with clear milestones, owners, dependencies, risks, budgets and delivery targets.
- Experience of coordinating the design, implementation and delivery of a programme or service involving multiple workstreams and contributors.
- * Strong stakeholder-management skills, with experience of working across internal and external partners to agree roles, decisions and deliverables.
- * Experience of developing and delivering marketing, communications or participant-engagement activity to achieve take-up or conversion targets.
- Ability to produce clear, accurate and audience-appropriate communications for organisations, participants, trainers and delivery partners.
- Experience of supporting users through a digital platform or service, including monitoring activity, responding to queries, identifying recurring issues and working with suppliers or colleagues to improve the user experience. Candidates must evidence the issue identified, action taken and improvement achieved. (Application and interview)
- Experience of designing or operating evaluation and quality-assurance processes using take-up data, user feedback and delivery feedback.
- *Excellent organisation and attention to detail, with the ability to prioritise competing deadlines, maintain accurate records and solve operational problems using initiative.
- Experience of working in training, education, schools, children's services and/or mental health, with an understanding of the needs of school staff and other trusted adults who support children and young people.

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