



## Job Description for Programme Coordinator (Delivery)

**Job Title:** Programme Co-ordinator - Mental Health Workforce

**Reporting to:** Programme Leader

**Location:** Core Hub, Learning and Development Team

Place2Be is the leading children's mental health charity providing in-school support and expert professional development to improve the emotional wellbeing of children and young people, families, teachers and school staff.

Place2Be provides children's mental health services in over 600 primary and secondary schools, and last year provided in-depth training in a further 31 schools, reaching a total school population of approximately 350,000 pupils.

Our teams provide a range of services in our partner schools to build resilience early in life through counselling, creative work and play and support a child's ability to engage in school life. Our work, focused on early intervention, is part of the 'comprehensive CAMHS system'.

Through our professional development programme, we are training c1200 Counsellors on Placement each year who build their mental health and counselling skills and experience through practice in our partner schools. We also provide a range of professional development programmes on mental health and wellbeing for school leaders, teachers and other professionals who work with children and young people, so we can help to build 'mentally healthy' schools and communities where all children can thrive and flourish.

We continue to pilot, trial and explore new ways in which we can develop our practice as well as share learning, expertise and findings from the robust evidence and evaluation we gather. HRH The Duchess of Cambridge is our Royal Patron and Place2Be is one of the founding charity partners of Heads Together. We also work collaboratively with a range of charities and expert organisations to leverage best-in-class knowledge and expertise to inform, develop and improve outcomes for the children, families and schools we support.

We ask our staff team to share our core values of perseverance, integrity, compassion and creativity, and to have the skills and patience to support some of the UK's most vulnerable children and families.

### Overall purpose of the job

The Programme Coordinator is responsible for the smooth and effective day-to-day running of their programme(s). Responsibilities will include customer relations, participant bookings, organising resources and venues and financial administration relating to the delivery elements of the programme. They will maintain and build positive

[place2be.org.uk](https://place2be.org.uk)

Job Description for School Project Manager • Page 1 of 5

Royal Patron  
HRH The Duchess  
Of Cambridge

Registered Office: Place2Be, 175 St John St, Clerkenwell, London EC1V 4LW, 020 7923 5500  
Registered Charity in England and Wales (1040756) and in Scotland (SC038649)  
Registered Company in England and Wales (02876150)



relationships with programme delegates, trainers (both staff and contracted), external contacts, as well as colleagues in wider Place2Be teams. They will work closely with and support other Programme Co-ordinators where necessary. They will also support the Programme Leader to produce regular reports on the outcomes and impact of the programme.

## **ACCOUNTABILITY**

### **Responsible to: Programme Leader**

#### **Key areas of responsibility**

1. Customer engagement and enquiries
  - To be the first point of contact for participants on, or joining, scheduled programmes, ensuring that all customer engagement is handled promptly, efficiently and in line with Place2Be ethos, values, policies and procedures to create a positive experience and reputation of our training.
  - To manage course bookings, Trainer bookings, where relevant and provide programme participants with all relevant pre- and post-course materials.
  - To maintain accurate customer records on the CRM system such as participant bookings, attendance, completion rates and additional information. Ensuring all records are stored in accordance with data protection requirements.
2. Programme delivery and administration
  - To work closely with the relevant Programme Leader(s) to ensure scheduled programmes and trainings have suitable venues, have sufficient participants registered / confirmed and the relevant information is communicated to Trainers and other stakeholders as appropriate.
  - To capture all registration information and ensure all online participants are included in relevant cohorts and receive all preparatory materials in good time.
  - To capture accurate participant numbers for all programmes, both face-face and online.
  - To be a key information point within the Learning and Development team, sharing information and updates in a timely way.
  - To manage all finance administration and systems for the booking, payment and delivery of training programmes as necessary (venues / trainers / catering).
  - To ensure that trainers have access to all resources required to deliver programmes on the training days (videos, handouts etc.).
  - To maintain up-to-date electronic storage of all programme content and resources.
  - To alert the Programme Leader of any presenting safeguarding matters
3. Accreditation and moderation
  - To register all students with accrediting/awarding bodies and process all documents for internal and external moderation and verification.
  - To send completion letters and certificates to delegates.
4. Marketing, Communications and Fundraising
  - To provide information, content and support as appropriate to the Communications and Fundraising teams to enable programme promotion as well as applications and reporting to funders.

5. Quality Assurance, Evaluation and Impact

- To assist the Programme Leader with Quality Assurance, Evaluation and Impact processes, such as creation and sending electronic surveys. Helping gather results and outcomes data as well as regular reporting on programme delivery and attendance.
- Responsibility for capturing and recording participant numbers across the suite of programmes.
- To liaise with the fundraising team and provide input for key applications and reports.

6. General

- To be a proactive member of the Learning and Development team, attending relevant team meetings and sharing knowledge and information.
- To develop self and maintain knowledge in relevant field at all times and exhibit, promote and celebrate the Place2Be values, whilst demonstrating a dedication to the organisation's mission, vision and objectives.

**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.

## PERSON SPECIFICATION

### DELIVERY PROGRAMME COORDINATOR

*The person specification outlines the main criteria for the post and shortlisting will be based on the following criteria. Please ensure that your supporting statement clearly shows how you meet the criteria using experience gained either in paid or voluntary work.*

CRITERIA	Essential	Desirable	Application (A) Interview (I)
1. Excellent interpersonal skills with the ability to build relationships both within Place2Be and with clients, learners and funders	✓		A & I
2. Experience of training, people development and learning with a desire to make a difference in children's mental health	✓		A & I
3. Experience of project management or programme delivery whilst working to deadlines in a fast paced environment.		✓	A & I
4. Proven experience of generating interest through various marketing and promotional methods to engage and enthuse customers and learners		✓	A & I
5. Experience of analysing data to produce regular and ad hoc Management Information reports	✓		A & I
6. Confident with the use of Microsoft Office (Word, Excel, Powerpoint) and the ability to use a CRM database system	✓		A & I
7. An organised thinker with excellent written skills demonstrating a high attention to detail	✓		A & I
8. A confident, enthusiastic personality, a team player yet also able to work autonomously and with initiative, managing own workload ensuring deadlines are met	✓		A & I

CRITERIA	Essential	Desirable	Application (A) Interview (I)
9. An understanding of the UK Counselling and Psychotherapy accreditation and awarding bodies		✓	A & I
10. Educated to degree level or above		✓	A
11. An understanding and commitment to Place2Be's equal opportunities policy	✓		A