



Anna Freud

Job Profile

Job title	Programme Officer
Reporting to	Head of Operations
Employer	Anna Freud
Salary	£30,160 FTE per annum, plus 6% contributory pension scheme
Location	Hybrid (a mixture of home/onsite working): staff are currently working onsite for at least 20% of their working hours, at our London site (4-8 Rodney Street, London N1 9JH). The postholder will also be expected to support any in-person teaching days as required.
Working hours	Full time: usual working hours are Monday to Friday, 09:00-17:00.
Holidays	27 days plus Bank Holidays FTE
Term of contract	Fixed term, 6 months in the first instance
DBS level	Standard

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 Anna Freud works in close collaboration with UCL to deliver a series of postgraduate programmes that are accredited and awarded by the university. Further details can be found online: <https://www.annafreud.org/ucl-postgraduate-study/ucl-postgraduate-programmes/>.

The Programme Officer will be based within the Postgraduate Studies team in our Education and Training Division. With a growing programme portfolio and increasing number of students, the post-holder will provide administrative support for the delivery of postgraduate programmes at Anna Freud.

Working under direction and daily supervision from their line manager, and alongside the direction of the relevant Programme Directors, the post-holder will work as part of a wider team of Programme Officers. The most substantive element of the post will entail providing programme administration support. This will include supporting the delivery of key elements of the student life cycle to provide a high-quality service to prospective and current students, as well as programme staff. In addition to providing specialist support to enhance the student experience, the post-holder will contribute to a range of other activities to support the delivery of Postgraduate Studies.

Main responsibilities of the role

Programme Organisation

- Keep up-to-date with changes in UCL academic regulations and ensure UCL procedures are followed;
- Attend any briefing meetings or consultations led by UCL to ensure programmes adhere to UCL regulations and contribute to the development of new protocols that are fit for purpose with respect to Anna Freud's professional programmes;
- Support programme development through completion of the annual Academic Review and module/diet maintenance task;
- Undertake training in relevant UCL and Anna Freud systems and procedures such as Portico;
- Set up a range of IT and AV equipment on teaching days in the required rooms;
- Provide support with delivery of online teaching using a range of online teaching platforms as needed, and attend relevant training sessions;

- Distribute, collect and collate end of module, assessment and end of year student feedback forms, providing support to programme leads to analyse the findings;
- Support programme staff with other administrative tasks related to the delivery of postgraduate programmes;
- Handle confidential and sensitive student data in line with GDPR requirements.

Admissions and Recruitment

- Assist in recruitment initiatives and any associated events including the co-ordination of interviews, as required;
- Ensure that entries in the UCL prospectus, advertising materials, programme handbook and web pages relating to designated programme matters are accurate, up to date and CMA compliant;
- Manage student applications via UCL Select, including making offers to successful candidates and managing programme acceptances;
- Support programme staff with reviewing applications and making decisions in line with admissions procedures and programme entry criteria;
- Working with the Senior Education Manager and relevant Programme Directors and teams to coordinate start of session arrangements including induction arrangements;
- Collation of welcome packs and enrolment arrangements for the registration of new students;
- Carry out routine updates to staff/student handbooks, programme handbooks and module outlines as well as maintaining any other relevant programme documentation.

Student Records, Timetabling and General Enquiries

- Act as a first point of contact for all staff/student enquiries, dealing with a range of queries received by telephone, email, letter and/or in person, delegating queries or concerns where appropriate;
- Work with relevant colleagues to coordinate student timetables for designated programmes, including facilitating advanced planning and room bookings;
- Liaise with UCL Disability Services to seek appropriate provision for students with disabilities and a Summary of Reasonable Adjustments;
- Create and maintain electronic student files as necessary;
- Support programme staff to monitor and record student attendance, engagement and progress;
- Create and distribute registers/attendance lists to academic/teaching staff as necessary;

- Liaise with relevant colleagues in UCL, including the Faculty of Brain Sciences;
- Division of Psychology and Language Sciences, Academic Services, Admissions;
- Examinations and Student Records;
- Create and maintain Moodle pages to upload relevant programme / module / teaching content and manage assessment submissions;
- Process programme/module changes, withdrawals and interruptions of study for students, as well as requests for extenuating circumstances.

Assessment and Examinations

- Track, collate and coordinate all assessment questions and solutions, formatting assessment papers and marking criteria, as necessary;
- Coordinate and produce mark sheets for assessments;
- Coordinate student assessment submission, marking, return of timely feedback;
- Collect, distribute, track and file all courses assignments, mark sheets and final marks;
- Coordinate programme arrangements for external examination of assessment scripts, liaising with relevant external examiners to gather sample work and send out scripts for external scrutiny and ratification;
- Manage all UCL Portico requirements including inputting and processing of final marks;
- Create and maintain accurate records of any student requests for extenuating circumstances meetings and related outcomes;
- Help to coordinate the annual Board of Examiners meeting, servicing the meeting including room and catering bookings, agenda setting and minute taking.

Meetings and Committee Servicing

- Maintain regular communication and joint working with all Programme Officers in the team;
- Maintain regular communication with the Programme teams through email and regular meetings;
- Attend all internal PGS meetings and programme meetings, taking minutes as required;
- Coordinate the appointment and induction of student representatives to the designated programmes;
- Coordinate termly Staff Student Consultative Committee meetings, liaising with the Chair and programme staff to gather agenda items, distribute

paperwork, contribute to the meeting, taking and circulating minutes and ensuring that agreed actions are carried out by the relevant staff.

Other Duties

- Assist with ad hoc administration across all postgraduate courses as and when required;
- Provide cover for other colleagues in busy periods or when staff are on annual or sick leave;
- Assist with recruitment and other events as required;
- Assist the Senior Education Manager, Programme Directors and programme staff as and when required with correspondence, diary management, enquiries, room bookings, etc.;
- Make arrangements for workshops, meetings, seminars and other ad hoc events relating to the designated programme as and when required;
- Work closely with the Senior Education Manager to review and enhance administrative systems to better support learning and teaching activities;
- Management of alumni information, including identifying graduate destinations and progress, etc.

All employee responsibilities:

- To maintain an awareness of and actively follow and promote Anna Freud's policies, including Equal Opportunities, 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 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 read the below in full to understand the requirements of this role. The key criteria which will help us to assess candidates are listed below. There is guidance to highlight at 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)
Qualification/training, experience and/or knowledge	
Programme/course administration in higher/further education or a teaching and learning environment.	Application/Interview/Task
Skills and/or abilities	
Strong interpersonal, verbal and written communication skills, with the ability to diplomatically and confidentially liaise with a variety of staff and students.	Application/Interview/Task
Ability to pay attention to detail and work accurately with high volumes of information.	Application/Interview/Task
Ability to work pro-actively and autonomously but also collaboratively and under guidance/instructions from senior and more experienced colleagues in the staff team.	Application/Interview/Task
Ability to manage own workload, work well under pressure and prioritise conflicting deadlines with little supervision.	Application/Interview/Task
Ability to use/willing and able to quickly learn how to use of a range of technology, including university- specific databases for prospective and current student data processing, as well as online communication platforms such as Zoom and Microsoft Teams to support delivery of online teaching and meetings.	Application/Interview/Task
Confident IT user, particularly Microsoft Office suite (e.g. Word, Excel, Outlook and PowerPoint).	Application/Interview/Task
Other requirements (where applicable)	
Commitment to high-quality service provision and delivering an excellent student experience.	Application/Interview/Task

During the interview(s), candidates will be asked at least one question regarding our values, and one question regarding equity, diversity and inclusion (EDI). We expect everyone to actively demonstrate our values and inclusive behaviours in all

areas of their work. Our values can be viewed [here](#) and our EDI statement can be viewed [here](#).

Equal opportunity

We ask our people to share their 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 HR team in accordance with our privacy policy and will not be seen by recruiting managers or the interview panel at any stage of recruitment, therefore your responses will not form part of our selection process. Our selection process can be viewed [here](#).

Further support

We want to ensure all candidates can access and apply for our vacancies equitably, if you require any additional assistance to apply or would like to find out more about the role, please contact us on recruitment@annafreud.org. We aim to provide reasonable adjustments where operationally possible for the work that we do.

Post-interview

If successful after interviewing, you will be notified verbally with a job offer and pre-employment checks will be initiated. Information regarding our pre-employment checks can be found [here](#).