INFORMATION PACK

Dear Applicant,

Thank you for requesting the application pack for the post of **Programme Administrator**.

This pack contains all the relevant information you will need to successfully complete the application form:

- Job description and person specification
- Terms and conditions
- Application form & equal opportunities monitoring form (available as separate documents)
- Recruitment and selection process at Think Ahead – guidance notes for completing the form

When applying, please note that personal details and equal opportunities monitoring data will be removed. The recruiting panel will see only your education and career history, and personal statement.

**Closing date for the receipt of completed applications is 9am Friday 22 April 2016**

**Interviews will be held on Thursday 5 May 2016.**

Please note that due to our recruitment practices we cannot accept CVs, or applications received after the deadline.

Due to the large number of applications we usually receive, it is not possible to write to you should you not be shortlisted. If you have not heard from us within three weeks of the closing date, please assume that your application has not been successful on this occasion.

If you have any difficulty in filling out the application form, or have any queries regarding your application, please contact Think Ahead’s recruitment department on 0207 470 6100.

Please send your completed application form to: applications@thinkahead.org or by post to: Recruitment, Think Ahead, 4th Floor, 13-14 Buckingham Street, London WC2N 6DF. In order to complete your application please also complete Think Ahead’s equal opportunities monitoring form.
**Job Title:** Programme Administrator  
**Salary:** £25,000 per annum  
**Responsible to:** Programme Associate  
**Responsible for:** N/A  
**Contract:** Permanent  
**Start Date:** As soon as possible

### Background

At Think Ahead, we believe that mental health is an urgent national priority, and that leadership from social work is vital to meet that challenge. We are building a movement of leaders committed to transforming mental health through the power of social interventions.

We are a new charitable organisation, developing a fast-track programme for exceptional graduates and career-changers to become mental health social workers. We aim to:

- Attract outstanding individuals into mental health social work, by recruiting exceptional people to our programme and raising the status of social work as a career choice.
- Promote excellence in training for mental health social work, by pioneering a new curriculum and with a focus on on-the-job training.
- Create a community of advocates in mental health services and across society, through our cohort of participants on the programme, alumni, Consultant Social Workers, and partner organisations.

### The role

We’re looking for an exceptional candidate to join our Programme Team as the Programme Administrator. This could be your opportunity to make a personal impact in delivering the transformative work of Think Ahead.

The Programme Administrator will provide support to the programme team across many areas. Working with a diverse range of stakeholders, you will have experience of working in a supportive role with the ability to scope, plan, coordinate, and manage a range of different projects. This role requires meticulous attention to detail with the flexibility to adapt to, and balance, conflicting demands to deliver to tight deadlines. Some of these projects will be recurrent on an annual basis while others will be time-limited.

The programme team is led by the **Programme Director** who holds overall responsibility for the design and delivery of the programme. A **Programme Associate** co-ordinates a range of programme activities and will specifically hold responsibility for project planning, as well as contract and performance management of our academic contract and other contracts with key partners. Your role will be to support the Programme Director and Programme Associate in ensuring the effective delivery of the programme.
You will also work closely with, and support the work of, the three Practice Specialists, who are experienced qualified social workers hold responsibility for a number of Think Ahead participant units.

**Job description**

The main areas of responsibilities are as follows:

**Events administration:**

The post-holder must have experience of supporting the organisation, coordination and delivery of high quality, large-scale events, including but not limited to:

- Supporting the operational and logistical planning of a number of training events for the cohorts of participants on the programme, including sourcing venues, close liaison with venues, suppliers/contractors, participants and speakers, and on-the day support;
- Supporting the delivery of the leadership masterclasses, liaising with multiple suppliers;
- Coordinate a range of meetings between the cohort participants, academic tutors and others;
- Supporting the operational and logistical planning of wider programme-related events.

**Stakeholder engagement:**

The post-holder must have experience of working closely with a range of different stakeholders to build strong professional relationships, internally and externally, including but not limited to:

- Supporting the Programme Director in developing and maintaining strong relationships with Think Ahead’s academic and placement partners;
- Facilitating ongoing liaison with key leads within our placement partner organisations;
- Communicating with participants throughout the programme (confirm attendance for teaching days, general enquiries etc.)
- Coordinating and minute-taking when required, for a range of meetings for the programme team;
- Supporting the Programme Associate in recruiting placement partners for cohort 2 through a tendering process.

**Programme support:**

- Lead responsibility for overseeing the programme team’s performance monitoring tools to ensure required data is submitted from placement partners;
- Lead responsibility for setting up and maintaining the programme team’s contact relationship management system (including data entry);
- Booking travel for the programme team and other stakeholders when required;
- Supporting the Practice Specialists in a variety of administrative requirements;
- Acting as the first point of contact to resolve general programme enquiries and troubleshooting accordingly;
- Providing support to the Programme Director, Programme Associate and Practice Specialists on specific initiatives when required;
- Contributing to work steams and projects led by other teams across Think Ahead.
As Think Ahead is in a development phase, the role is likely to vary over time and include a wide and potentially changing range of objectives. We are a small, flat organisation, and all our team members need to take responsibility for leading projects and driving work forward independently.

**Person Specification**

**Education**
- Degree, or equivalent (desirable, non-essential);

**Knowledge, experience and skills**
- Experience of coordinating a wide range of activities;
- Ability to work under pressure with minimal supervision to prioritise and manage a busy and diverse workload;
- Experience of minute-taking and effectively coordinating meetings with external partners in a professional manner;
- Excellent and demonstrable organisational and administrative skills;
- Experience of supporting the delivery of large-scale events;
- Ability to make sound decisions and take action accordingly.

**Personal qualities**
- Strong interest in and commitment to the aims and objectives of Think Ahead;
- Flexible approach to work and strong enthusiasm for developing a new organisation;
- A pro-active approach and ability to use initiative;
- Ability to carry out duties with good humour, tact and diplomacy and maintain confidentiality where appropriate;
- Excellent interpersonal skills; the ability to deal with people at all levels, internally and externally, in a confident, assertive and professional manner;
- Excellent team-working skills, and strong ability to motivate others.

**Terms and Conditions**

**Location**

Our London office is currently based near Embankment, London WC2. We reserve the right to move your base within the Central London area (within a 10 mile radius of Charing Cross) in the event of the organisation relocating to new offices.
Working hours

This post is 37.5 hours a week between the hours of 8.45am and 6.00pm, including one hour for lunch. Exact timings can be individually negotiated with your line manager. Due to the nature of this post you will sometimes be expected to work outside these hours, occasionally in the evenings with due notice (care will be taken to provide notice, and support will be given, for example in the case of childcare). Overtime is not paid, and we do not operate a time-off-in-lieu (TOIL) policy, but we do embrace flexible working practices and endeavour to accommodate requests for flexible working where possible.

Probation period

All appointments are subject to a six-month probationary period.

Notice period

You are required to give 1 months notice.

Annual Leave

25 days per annum plus UK bank holidays (pro rata for part time employees), in addition Think Ahead offices close for 5 days over the Christmas period. You will be given 3 of these days as additional leave, and the remaining 2 days will need to booked out of your annual leave entitlement. Staff can carry over 5 days (pro rata for part time employees) into the following annual leave year.

Smoking policy

Smoking in Think Ahead offices is not permitted.

The recruitment process at Think Ahead

Please read the following carefully before completing your application form.

The application form

Personal details

Make sure that your contact details are clearly displayed. If you move house between sending in your form and being interviewed, please let us know as soon as possible.

All personal details will be removed prior to the selection process.

Education and training

Give a list of formal and informal training. Formal training is training that is certified, e.g. a degree. Sometimes we ask for specific qualifications. You may need to provide information so that we can assess whether you meet the qualification requirements, e.g. relevant qualification for accountancy or research.
Present and previous employment

Starting with your current or last employer, list all the employers you have worked for. Provide the job title and the period you worked for them. Briefly describe the main duties of the post.

This information may be used to assess whether you meet the experience required for the vacancy. Check that the dates are correct and in order (please account for gaps in employment).

Personal statement

This is the most important part of the form. You have to make a case here for selection. Do not repeat your career history; use only the relevant parts, drawing out the skills you have developed.

It is usually a good idea to use extracts from the person specification as headings and answer them as questions. However, do not just repeat what we are asking for. You have to demonstrate how your experience matches the criteria.

In considering your experience, remember all your previous work and draw on this to demonstrate that you have the necessary skills.

Do not forget other relevant experience outside work that may contribute to meeting the person specification, such as community, voluntary, leisure and other interests. Describe any relevant skills this experience has helped you develop.

Remember, it is your skills and abilities relevant to this job that we are looking for. You do not have to write several pages in support of your application, but rather focus on ensuring you meet the essential criteria in the person specification.

Legal and organisational requirements when filling in the application form

Rehabilitation of Offenders Act 1974: You should not sign the application form without being clear about what you have to reveal about yourself. For instance, you do not need to disclose convictions that would be deemed as being spent under the Rehabilitation of Offenders Act 1974, or cautions, reprimands and final warnings that are over five years old, unless they are exempt from the Act. If you are not sure about what declarations to make, you should ring the Human Resources Officer at Think Ahead, who will give you confidential information about declarations (see application form).

Referees: At least one referee must be known to you in a work capacity, and should be given by the person who line managed you. If this is not possible you should clearly explain the relationship and the reason for giving another person as a referee.

The interview

All shortlisted candidates will be contacted by telephone, and the interview confirmed by letter or email. You will be informed of the time, location, and contact for the interview, as well as notice of any test or exercise you may be asked to do at the interview.
The recruitment and selection panel will be comprised of a minimum of two people, and will normally include the relevant line manager of the post. We will always try to ensure gender balance in the composition of the recruiting panel.

Applicants will be asked questions relating to the job description, person specification and application, and the panel will take notes during the course of the interview. This is part of the procedure to ensure that all applicants are treated equally, and to help us to make the right decision.

In preparation for the interview, take the opportunity to read through the job description, application form, and any other literature sent as part of the information pack, and be prepared to talk about your experience, giving examples that illustrate your ability to do particular parts of the job.

If you have any special requirements that would allow you to participate more fully in the interview, let Human Resources know when you are invited to interview.

Assessment
Shortlisted candidates will be asked to complete an assessment that will be a presentation relating to the role and/or a written assessment based on a typical task that the successful candidate would need to complete on a daily basis.

Feedback
All unsuccessful candidates who have attended an interview will be contacted by telephone and will be offered constructive feedback; this can be useful for helping you in future interviews. Feedback should be a two-way process. It is important to use the information given to you positively. If possible, you should also give feedback on how the process felt for you.