

Staff Wellbeing Service: Programmes Officer — Job Description

Department: Programmes

Reporting to: Staff Wellbeing Service: Programme Manager

Hours of work: 37.5 per week excluding lunch (part-time, job-share and flexible working will be considered)

Contract Fixed term until 31 March 2025 - Education Support has a good track record of being able to extend fixed term contracts and as our work continues to expand across the UK, we will be actively exploring ways to provide longer term opportunities

Salary: £32,000 per annum

Location: Remote (home based) or London (hybrid working).

Introduction to Education Support

Education Support is the only UK charity dedicated to improving the health and wellbeing of the entire education workforce. We provide programmes and services designed to improve the mental health and wellbeing of all education staff, support institutions to create mentally healthy workplaces and advocate for improvement in policy and practice. We currently deliver a range of programmes and services including:

- Support to school leaders: supervision and a wellbeing advisory service
- Our free and confidential, 24/7 helpline
- A grants programmes for those working, or retired, from the education sector who may be struggling financially
- Our confidential, 24/7 Employee Assistance Programme
- Workshops on wellbeing and resilience

One of our objectives is to be recognised as a centre for innovation; piloting, evaluating and disseminating new approaches to supporting the mental health of the education workforce. The work that we deliver in Wales plays a key role in helping achieve this objective.

Purpose of role

With funding from Welsh Government, we deliver a programme of support to education staff in Wales. Working with The Staff Wellbeing Service Programme Manager you will be responsible for the smooth delivery of our programme to participants in Wales. The role will also support wider programme activity and development, increase awareness of Education Support and ensure programme outcomes are met and impact measured.

Key Relationships

- Education staff across schools in Wales
- Education Support staff team and Associates
- Other key stakeholders including service providers

Duties and Responsibilities

- To provide administrative and delivery support for the Staff Wellbeing Service, in order to meet service objectives and targets.
- To manage a diary of activities and events, organising key dates well in advance and keeping dates on track. This includes the scheduling and co-ordination of external facilitators
- Brief and support participants taking part in the various aspects of the service activity, ensuring the experience of our services is excellent.
- Keep accurate records of participation and retention rates and monitor evaluation data.
- Support the development of new resources and tools to improve what is being offered via the Staff Wellbeing Service
- Contribute to regular review meetings of our programmes and assist with implementing resulting improvements.
- Work with colleagues at Education Support to ensure that systems and processes are operating effectively.
- Assist with the support of our network of Associate Facilitators, and other external partners, who deliver some of our programmes, to ensure smooth processes and good communication.
- Work with Education Support's communications team to support ongoing promotion of support to schools.
- Maintain up to date information on progress, supporting Education Support to report progress to funders.
- Prepare accurate, engaging, and easy to understand data for reporting to Welsh Government, Trustees and the Senior Leadership Team
- Lead on the creation, maintenance and reporting of accurate and timely data on progress of the service to relevant internal stakeholders. Including the development and maintenance of a reporting cadence to work alongside key reporting deadlines
- Provide support to facilitators pre, post and during events including hosting events including providing technical support, feedback, invoicing and on-boarding support

These duties must be carried out with due regard to the Education Support's Equal Opportunities Policy, Health and Safety procedures and undertake duties in line with the Charity's and other relevant codes of practice.

PERSON SPECIFICATION

Experience, skills and knowledge

Experience:

- Minimum of 1-years' experience supporting programmes or in event organisation.
- Track record of accurately recording and maintaining data.
- Strong ability to create and present data
- Skilled in using data to contribute to writing reports.
- Successful in building and managing good stakeholder relationships.

Skills:

- Strong interpersonal skills, with the ability to build lasting relationships quickly.
- Excellent verbal and written communication skills.
- Excellent administration skills
- Ability to use initiative and be confident to put forward ideas
- Skills in Excel and/or databases is essential
- Strong organisational skills and ability to plan and meet deadlines
- Ability to create engaging narrative around data presentation

Knowledge:

- Able to use project management tools and methodologies, and an ability to apply these in different contexts.
- Understanding of current issues impacting on staff mental health and wellbeing in the education sector.
- Basic understanding of the education system.

Desirable:

- Experience of working with customer management software (Salesforce).
- Experience of working with schools or other education settings.
- A passion for data management