**Job Description & Person Specification**

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| **Job Title:** | **Programme Administrator**  Association of Professional ADHD and Neurodiversity Coaches |
| **Responsible to:** | **Coaching Programme Director & President of APANC** |
| **Hours:** | **Full Time**  includes some evening working remotely from home |
| **Salary** | **£28,000 - £30,000** |
| **Location:** | 3rd Floor, 54 St James Street, Liverpool L1 0AB  and at and at any reasonable location as directed by the ADHD Foundation Neurodiversity Charity |

**Job Purpose**

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| The purpose of this role is to provide exceptional administrative support within the dynamic field of Neurodiversity for the ADHD Professional Coaching Diploma, and the Association of Professional ADHD & Neurodiversity Coaches.  This role requires proactive team collaboration, a solution-focused approach, and a positive mindset to thrive in a novel and innovative service environment.  Integral to the role is an individual who demonstrates the upmost integrity, emotional intelligence and a team player who is highly motivated and able to work as part of a dynamic team but also show initiative with an optimistic and positive attitude. |

**Main Tasks and Responsibilities**

* Email and Communication Management: Ensure timely, professional, and clear responses to enquiries. Distribute essential information and materials as a key communicator between stakeholders.
* Enrolment, Registration and ongoing participation oversight: Manage the enrolment and participation workflow, from initial enquiries to application completion, and then throughout the course, while coordinating with finance to track payments and maintain accurate records.
* Collaborative Teamwork: Work effectively with the Coaching team and other departments, ensuring smooth collaboration and resolution of operational issues.
* Innovative Problem-Solving: Apply a solution-focused mindset to address challenges, contributing to the continuous improvement of the programme.
* Event Coordination: Execute programme-related events and workshops with attention to detail, ensuring seamless operation and positive experiences for participants.
* Learning Management System (LMS) Administration: Manage the LMS by uploading course content and organising tutorials, contributing to an engaging and efficient learning environment.

**General**

* Flexible Work Approach: Embrace flexible working hours, including potential evening and weekend work, and demonstrate willingness to adapt to the scheduling needs of the organisation.
* Ethos and Inclusivity: Actively promote and integrate the values of diversity, inclusivity, and the organisation's progressive ethos in daily responsibilities.
* Contribution to Organisational Goals: Support the strategic vision by actively participating in team meetings, strategic planning, and fostering a culture of innovation and excellence.
* Aspire to learn about the use and benefits of artificial intelligence technology in the design and delivery of training for professionals, collaborating with our AI Software partner agency – ‘TeamOptix’
* To be responsible for managing your diary in the scheduling of training delivery
* Assist with promotion and marketing of training services
* To prepare and present appropriate statistical information and impact reports.
* To attend appropriate strategic and operational meetings as delegated

## Quality Assurance

* The Foundation works to the following quality standards and all staff contribute to the overall Quality Assurance Framework as a minimum but always actively exceeding those standards, pioneering innovative best practice with proven outcomes.
* Equality Act 2010
* NICE – National Institute of Clinical Health care Excellence
* BACP – British Association of Counselling & Psychotherapy
* Special Educational Needs Code of Practice
* The UN Rights of the Child.

• Data Protection Compliance: Ensure strict adherence to data protection and privacy standards in line with GDPR and organisational guidelines.

**Personal and Professional Development**

* To participate in regular professional supervision, managerial reviews and, annual performance review
* To attend and contribute to team meetings and strategic planning days.
* To undertake training where a need has been identified and agreed with the Coaching Programme Director and President of National Association of Professional ADHD and Neurodiversity Coaches.

This job description is not intended to be prescriptive or exhaustive: it is issued as a framework to outline the main areas of responsibility at the time of writing.

The job holder is expected to be flexible in the performance of their duties and to undertake any other duties identified as appropriate to the post.

All job descriptions are subject to change from time to time for an organisation to remain agile and responsive to changing needs and opportunities. This job description will be reviewed regularly and any required changes will be identified and agreed with the National Training Director, CEO and leadership team to that an effective, successful and innovative service is provided, that has national impact.

**Person Specification:**Full training will be provided to the candidate who demonstrates an aptitude and attitude to acquire the skills and experience

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| **Essential Criteria:** |
| Exceptional written and verbal communication skills, with fluency in English |
| Demonstrated organisational and planning expertise, with a focus on detail and precision, and ability to navigate complex schedules and tasks |
| Proficient with Microsoft Office suite and digital platforms for learning and communication |
| Skilled in maintaining momentum and organisation in a fast-paced environment |
| Knowledgeable about neurodiversity, with a commitment to ongoing learning in this area |
| Ability to work autonomously and within a team, bringing a collaborative and cooperative spirit. |
| A proactive and positive approach to novel challenges, offering solutions and embracing the demands of an innovative project. |
| The capacity to work flexible hours, with availability for events outside standard office hours as needed |
| Computer literate - ability to be able to use computerized systems including Microsoft 365, PowerPoint, and email |
| Experience of working as part of a team and with a multi-agency approach |
| Integrity, kindness, compassion, and a sense of humour |

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| **Desirable Criteria:** |
| Experience with enrolment / onboarding and financial coordination within an educational programme, or similar |
| History of involvement in roles focused on service growth, especially in neurodiversity or coaching sectors |
| Commitment to personal and professional development, with an eagerness to advance within a dynamic organization |
| Experience managing learning platforms |
| Working knowledhe and experience of AI Software |
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ADHD Foundation Neurodiversity Charity is committed to creating a diverse and inclusive workplace.

We are proud to be an equal opportunity employer. We are committed to equal employment opportunity regardless of race, colour, ancestry, religion, sex, national origin, sexual orientation, age, citizenship, marital status, disability, or gender identity.

ADHD Foundation does not require disclosure to make reasonable adjustments. Please let us know how we can support you in order for you to work at your best, optimize your development and your ability to add value to the Foundation.