JOB DESCRIPTION AND PERSON SPECIFICATION

Job Description	
Job title	Programme Assistant
Salary	£25,209.77 (Hybrid, London based)
Department	Whole School SEND: Project Management Office
Reports to	Senior Project Manager
Role Objectives	The Programme Assistant supports the Whole School SEND Project Management Office (PMO) in delivering the Department for Education funded Universal SEND Services (USS) programme by providing flexible, high-quality project administration and logistical support. They play a key role in the operational coordination of multiple projects, supporting both digital and in-person programme activity, and ensuring the reliable management of programme information and communications. By offering adaptable support across PMO workstreams, the Programme Assistant helps ensure USS activity is delivered in a coordinated, professional and efficient way.
Responsibilities	Core Responsibilities: **1. Supporting general programme logistics** - Schedule meetings, ensuring agendas, papers and resources are prepared and managed effectively. - Take clear and accurate minutes for selected meetings, and support colleagues in tracking and following up agreed actions. - Book meeting rooms/venues and arrange travel/accommodation and catering in line with organisational policies and budgets. - Maintain programme documentation, tracking sheets and shared project files. - Support onboarding and offboarding processes for Regional SEND Leadership (RSL) team members and other programme contributors. - Serve as the primary point of contact for the RSL team on timesheet and invoice queries and submissions. - Support the Head of Programmes and Head of Whole School SEND with other day-to-day admin tasks. **2. Supporting online and in-person events** - Support ongoing programme delivery across the year by working with project leads, facilitators and stakeholders. - Schedule training webinars, professional development sessions and national cross-sector conversations using Teams and Zoom, working with the web team as required. - Prepare and send joining instructions, reminders and follow-up emails. - Respond to session-related enquiries (e.g., access issues, attendance queries, technical questions) and escalate where needed. - Provide live support during online sessions, including managing breakout rooms, polls, Q&A, chat moderation and basic technical troubleshooting. - Support set-up and delivery at face-to-face events, representing Whole School SEND and nasen supporting facilitators as needed. - Coordinate pre-session briefings and post-session debriefs. - Ensure follow-up actions are completed, including uploading attendee data, issuing recordings and slides, and sending participant surveys.

	• Ensure information shared with the team and members is current and accurate. • Use tools such as Padlet and Slido to support session delivery. **3. Managing welcome inbox and member enquiries** • Work with the admin team to manage the welcome inbox. • Respond to member queries, providing timely, accurate and helpful information. • Escalate or signpost enquiries appropriately to colleagues within the PMO or wider organisation. • Maintain a professional and consistent tone in all member communications. Other Responsibilities: • Contribute to the wider activity of the charity when required, including team away days, and other strategic priorities. • Undertake relevant training and development, as required. The post-holder will need to adopt a flexible approach. This role may require some working outside of office hours and occasionally at weekends. The post-holder will be based in the Central London office and will also be required to travel to events within England when required.
Privacy Notice	https://nasen.org.uk/nasen-policies-and-legal

Person Specification	
Education and Qualifications	GCSE qualifications in Maths and English at Grade C
Knowledge and Experience	• Experience providing administrative support to a team or individual. • Experience coordinating meetings, webinars or events (online and/or in-person). • Experience supporting multiple projects or workstreams simultaneously. • Understanding of or interest in the SEND and education landscape. • Experience using standard office and communication software, including Microsoft Office, Teams and Zoom.
Specific skills and behaviours	• Highly organised, with strong attention to detail and the ability to manage multiple tasks simultaneously. • Strong written and verbal communication skills, with the confidence to liaise with a range of stakeholders. • Comfortable using digital platforms to support project and session delivery, such as CMS systems, shared drives, and online survey or engagement tools. • Able to work proactively and independently while contributing effectively to a collaborative team environment. • Able to prioritise effectively in a fast-paced team environment. • Professional, reliable and solution-focused. • Appreciation of equality and diversity issues in the workplace. • A strong commitment to education, the non-profit sector and raising the aspirations, achievements and life chances of all children.
Hybrid Working	At nasen we are committed to hybrid working. We recognise the benefits of a flexible employment model, that supports a blend of working within our offices, at home or in an agreed alternative space. All employees will be required to have access to a non-public internet connection to be able to fulfil their role. Our Hybrid Working Policy provides details of our working arrangements and is available to view upon request