



**UK Council for Psychotherapy**

**Chief Operating Officer**

**Information Pack**

*To transform lives by unlocking potential*

November 2021



## **Letter from Sarah Niblock, Chief Executive**

November 2021

Dear Applicant

Thank you for your interest in the position of Chief Operating Officer at the UK Council for Psychotherapy.

This is a particularly exciting time to join us given the unprecedented public interest in mental health globally. We're looking for an exceptional individual who can bring proven professional credentials as well as the energy and creativity necessary to lead our committed staff in delivering impactful and robust operations, regulation, membership services and charity governance.

Alongside professional support for our members, both individual and organisational, we're the leading research, innovation, educational and regulatory body working to advance psychotherapies for the benefit of all. Our vision, inspired by the World Health Organisation, is to make emotional and mental wellness a human right. We are ambitious to grow our reach, influence, profile, income, and membership so that we can achieve this goal.

We have achieved a much higher public profile, nationally and internationally, thanks to foundations laid over the last few years. While we have significantly improved our systems and processes, there is huge potential for us to enhance our regulatory operations, particularly in the context of remote working. Our sector and profession face ever greater and more complex risk. This is an opportunity to shape and develop our operational flow, our governance agility and our regulatory excellence as well as ensuring UKCP retains and nurtures its talented and diverse teams.

As my right-hand person, you will lead the day to day running of the organisation and have responsibility for specific functions and for ensuring projects are managed and delivered. This will enable me to focus on delivering the Board's ambitions, vision and strategic objectives. You need to be able to work collaboratively as part of our SMT and Executive, to role model best practice and enable our colleagues to deliver professional excellence. You will bring a track record of success and be aligned with our core values and mission to unlock potential through high quality therapies.

I do hope our job pack inspires you to apply for this important key role within UKCP and I very much look forward to receiving your application.

**Sarah Niblock (Prof)**  
**Chief Executive**



The **UK Council for Psychotherapy (UKCP)** is the leading professional body for the education, training, accreditation and regulation of psychotherapists and psychotherapeutic counsellors. Our register of over 9,000 individual therapists and 70 organisations is accredited by the government's Professional Standards Authority.

As part of our commitment to work for public benefit, we strive to improve access to psychotherapy, to support and disseminate research, to improve standards and to respond effectively to complaints against therapists on our register.

### **Who we are**

UKCP is a charity and is both a professional body and a regulator. As a professional body we are here to support people at every stage of their career in psychotherapy and psychotherapeutic counselling. Our regulation processes are backed by the Professional Standards Association and we have a strong centralised complaints system.

Our mission is to:

- engage with the public to raise awareness of high-quality psychotherapies, advocate their use and influence policy to improve access to services
- promote excellence by setting standards in ethics and training
- protect the public through robust regulation
- speak out against injustice
- represent the profession nationally and internationally

### **Our strategic objectives**

- **Improving access**

To make sure that high-quality psychotherapy and psychotherapeutic counselling in both private and public sectors is available to everyone, no matter who they are.

- **Engaging better**

To improve the way we engage with our individual and organisational members and provide services and benefits which are valued by all.

- **Maintain standards of excellence**

To protect the public by making sure everyone on our register meets our professional standards, at the same time making sure our register meets national accreditation requirements. To continue setting high standards in the way we govern and organise ourselves.

- **Collaborating for success**

To develop existing external collaborations and actively seek new ones to achieve a more powerful voice to promote psychotherapy and psychotherapeutic counselling.

- **Research**

To carry out appropriate research and use findings to promote psychotherapy and psychotherapeutic counselling and inform our members' training and development for the benefit of all.



## Job Description

<b>Title</b>	<b>Chief Operating Officer</b>
<b>Reporting to</b>	Chief Executive
<b>Direct Reports</b>	Complaints and Conduct Manager CRM Officer Operations Manager and EA to CEO and Chair Governance Manager Outsourced Finance Manager Regulations and Quality Assurance Manager Membership Experience Manager
<b>Location</b>	2 America Square, London EC3N 2LU / hybrid working

This is a pivotal role within the Executive team reporting to the Chief Executive and responsible for overseeing key operational areas of UKCP including Operations, Regulation and Quality Assurance, Complaints and Conduct, Membership, and Governance. As the Chief Executive’s second-in-command, the Chief Operating Officer has a particular focus on managing relevant staff and contractors to ensure risk to UKCP, both financial and reputational, is managed and prevented.

### Aims

- To build on our inclusive culture to ensure colleagues thrive and organisational objectives are met.
- To lead strategically and manage effectively the teams who deliver day to day regulatory, membership, complaints and governance functions.
- To have a tight grasp on the intricate day-to-day operations and project delivery of the organisation, releasing the Chief Executive to focus on strategic objectives.

### Main duties

#### Operations

- Oversee delegated management of UKCP contracts, policies and procedures, including health and safety.
- Lead and manage the CRM officer in streamlining processes for staff and an improved member experience.



- Oversee employee productivity and performance, sustaining and developing our highly inclusive culture, ensuring team members thrive whether working in person or remotely.

### **Regulations and Quality Assurance**

- Deliver strong and effective leadership of the Regulations and Quality Assurance Manager, ensuring systems and processes are robust.
- Focus on organisational learning and quality improvements.

### **Membership**

- Work with the Membership Experience Manager to ensure a particular focus on regulatory and compliance needs while maintaining high levels of customer service.

### **Complaints and Conduct**

- Provide strategic leadership to the Complaints and Conduct Manager, so that there are continuous, preventative improvements to internal regulatory systems and processes to mitigate risk.
- Ensure adequate insurance is in place.

### **Governance**

- Oversee the work of the Governance Manager, ensuring a high level of proactive leadership, so that statutory requirements are met and exceeded.
- Ensure the UKCP Risk Register is continuously reviewed and updated in consultation with colleagues and Trustees.

### **Senior Management Team**

- Demonstrate senior strategic and operational leadership as well as UKCP values and behaviours to all our stakeholders including staff, volunteers, Trustees and partners.
- Deputise for the CEO in their absence.
- Attend UKCP central committee meetings, Trustee meetings and events as required.
- Develop a strong and supportive relationship with the Board of Trustees. Present relevant and timely information to the Board and subcommittees to drive the Charity's performance and governance.
- Deliver presentations internally and externally, including speaking at events.

### **HR**

- Manage UKCP's contract with the outsourced HR supplier, ensuring regular reviews in accordance with UKCP due process.
- Act as the key internal figurehead for HR matters.
- Take leadership of staff professional development, capturing needs and identifying solutions.

### **Finance**

- Oversee and monitor day to day financial operations of the Finance team, ensuring that robust sign-off procedures are operating, and all statutory obligations are met.
- Day to day liaison with external UKCP Finance Manager including reporting.



- Oversee payment of invoices and other expenses via our online bank system.
- Manage salary payments including the preparation of inputs and checking outputs.

This is not an exhaustive list and you are required to be flexible in your approach to carrying out your duties which may change from time to time to reflect changes in the organisation's approach to a culture of continuous improvement.

### **UKCP Behaviours**

Adhere to the following behaviours, which are based on the fundamental values on how everyone at UKCP works together:

- Recognise each other's skills, experience and passion.
- Commit to engaging others positively and constructively.
- Accountable for the integrity of the UKCP and the profession we represent.
- Take responsibility for our working culture.
- Lead by example.

## **Person Specification**

### **Essential Experience**

- Demonstrable evidence of working strategically as well as operationally at a high level.
- Minimum of five years' experience working in a regulatory environment.
- Demonstrable understanding of charity governance.
- Strong evidence of organisational enhancement and successful project management.
- Minimum of five years' experience working in an operational management role, to include significant budgetary management.
- Minimum five years' experience in managing staff.
- Digitally literate.
- Proven financial management, procurement and planning skills

### **Essential Attributes**

- Passionate about working collaboratively to make mental and emotional wellbeing a human right.
- High levels of emotional intelligence and stability in challenging situations.
- Confidence and self-awareness alongside excellent verbal and written skills.
- Self-motivated and highly adaptable.
- Confidence to use own judgment and ability to understand when escalation is necessary.
- Ability to work with people at all levels and adapt communication skills to deal with each effectively.
- Strong organisational systems and meticulous attention to detail.



### **Desirable Experience**

- Professional experience within member and/or not-for-profit organisations
- Experience in HR management including policy development and management of recruitment and selection.
- Experience of operating at Board level.

### **Salary and Benefits**

**Salary      £60,000**

#### **Benefits**

- 25 days annual leave plus 8 bank holidays
- Additional leave over the Christmas period
- An employer contribution equivalent to 8% of salary paid into a pension scheme (Company or private)
- Professional development and coaching opportunities
- Interest free season ticket loans
- Flexitime
- Childcare vouchers
- Tablet
- Cycle to work scheme

### **The recruitment process and how to apply**

If you would like to apply for the job of Chief Operating Officer at UKCP, please provide an up to date CV together with a supporting letter explaining why you are interested in this role and how you fit the job description and person specification and then send it to Jocelyn Ridley at JMR Consultants by Friday 24 December (email: [jocridley@jmrc.co.uk](mailto:jocridley@jmrc.co.uk).) We will be assessing applications against the criteria in the person specification, so please make sure that you demonstrate your suitability in your CV and letter.

#### **Timetable**

The important dates for you to note in the recruitment timetable are highlighted below.

Closing date for applications	Friday 24 December 2021
Review of applications/long listing	Friday 14 January 2022
First interviews with JMRC	w/c 17 & 24 January 2022
Shortlisting	Monday 31 January 2022
Formal and Informal interviews with Chief Executive, SMT and staff members	w/c 7 February 2022
Final interview with Chief Executive	w/c 7 February 2022



If you have any questions about the process or the timetable, or you wish to discuss your suitability, please don't hesitate to contact Jocelyn (phone: 07976 395688 or email as above).

Information about UKCP can be found on their website: [www.psychotherapy.org.uk](http://www.psychotherapy.org.uk)