



Job Description

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 8,000 individual therapists is accredited by the Professional Standards Authority (PSA). 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.

Title	Part-time assistant operations and admin manager – maternity cover (~21 hours per week)
Reporting to	Chief operating officer
Direct Reports	Administrator; external suppliers
Location	UKCP, York House, 221 Pentonville Road, London, N1 9UZ, and remote working

Aims

- To support UKCP's strategic aims and objectives by achieving value for money and excellent stewardship of resources through management of the day-to-day office administration and oversight of procurement and centralised contracts.
- To assist with developing best-practice governance policies for UKCP to meet its statutory obligations, including delivering awareness sessions and maintaining records and procedures.
- To contribute to the wellbeing of staff, ensuring they have the tools and equipment they need to work efficiently and effectively, including onboarding and offboarding staff and volunteers.
- Coordinate a professional administration service to support committees, colleges, teams and panels.

Main duties and responsibilities

Procurement and contract management

- Assist with the management of external contracts for goods and services (contracts register), ensuring that they achieve optimum value for the organisation, carrying out procurement and tendering processes as appropriate.
- In liaison with the chief operating officer, manage the operations budget including IT and office spending.

Office management

- Oversee the compliance of Health and Safety legislation, ensuring regular completion of risk assessments, remedial action and review of procedures. In liaison with the HR manager, commission periodic training for fire wardens and first aiders and assist with home-working requirements.
- Liaison with the office provider to coordinate office management, including stocks of consumables, maintenance of the office and equipment, ergonomic workstation arrangements, meeting room bookings, printing, post and couriering.
- Maintain office policies, procedures and asset registers, including for access passes and running hybrid meetings.

IT and telephone systems

- Maintain an up-to-date inventory list (asset register) of all UKCP accounts and IT equipment.
- Be the first point of contact for all IT and telephone queries both internally and externally, providing information for staff and volunteers, liaising with external suppliers and organisations.
- Regularly review systems, software, hardware and equipment with the IT support provider. Manage licenses for applications such as Adobe and Microsoft 365.
- With external suppliers, administer the telephone system to ensure external calls can be managed efficiently and effectively.

Information governance

- Support the development of information governance policies and procedures, including cyber security and data retention, delivering awareness sessions as appropriate.

Administration

- Collaborate with colleagues across the organisation to ensure timely and professional support is provided to colleges and committees, as well as administer meetings, including agendas, minutes, documentation, logistics and refreshments.

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 UKCP's culture of continuous improvement.

Person specification

Essential

- Experience of budgeting, contract management and procurement.
- Experience coordinating office management (including health and safety), IT and telephone systems.
- Excellent communication skills, both written and verbal.
- Ability to keep accurate records and attention to detail.
- Ability to work in a flexible manner with experience of working effectively as a member of a small team.
- Excellent interpersonal skills and ability to act tactfully and diplomatically, maintaining strict confidentiality as necessary.
- Proven ability to forward-plan and prioritise effectively, ensuring deadlines are met.
- Confidence in using your judgment and ability to understand when escalation is necessary.
- Excellent customer service skills.
- Proven commitment to equity, diversity, and inclusion, as well as the ability to put this into practice.
- Well-developed IT and digital skills, particularly in Microsoft 365 and running

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hybrid meetings.

Desirable

- knowledge or experience of membership organisations
- experience of developing policies and procedures
- understanding of the mental health and/or psychotherapy sector.

Our values

Our values are central to us.

We recruit according to these values, appraise our people against them, embed them in our working practices with colleagues, ensure that UKCP's practice is continually informed by them and measure our impact against them.

- We believe in working with **integrity** throughout the organisation.
- We are **innovative** in our approach to member support and ensuring high standards of practice.
- We ensure that our policies are **informed by data and evidence**, wherever possible.
- We **recognise the pluralism of the modality traditions** upon which psychotherapy is based and encourage dialogue to promote understanding.
- We aspire to be **courageous and inquisitive** in the way we work.
- We seek to be **inclusive**, recognising the diversity of the society in which we live and work, and we strive to have respect for everyone we work with.
- We aim to **work collaboratively** with other organisations when it is in the public's interest to do so.
- We are **reflective** and seek to learn when things do not go as expected.

I can confirm that I have read, understood and agree to undertake the duties as detailed in the above job description.

Signed: _____

Name: _____

Date: _____

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