

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. We represent training organisations and individual therapists, working privately or in the NHS or voluntary sector, offering a wide variety of psychotherapeutic approaches and modalities. Our national register is accredited by the government's Professional Standards Authority (PSA). As part of our commitment to protecting the public, we work to improve access to psychotherapy, support and disseminate research, enhance standards, and respond effectively to complaints against therapists on our register.

Job title	Regulation and accreditation officer
Reporting to	Regulation and quality assurance manager
Direct reports	None
Location	Hybrid/UKCP, York House, 221 Pentonville Road, London, N1 9UZ
Contract details	Full-time/permanent

Role purpose

To support the regulatory function for individual and organisational members by coordinating and delivering regulation, quality assurance and accreditation activity, including specific responsibility for education and accreditation pathways.

The role requires strong knowledge of UKCP's regulatory framework and accreditation processes, enabling confident management of complex activity and supporting consistent regulatory quality assurance.

The postholder will maintain and develop effective working relationships with key stakeholders, including volunteers and subject matter experts, while preserving the independence required of a regulatory and quality assurance function.

Main duties and responsibilities

Audit

- Support and coordinate elements of the annual membership audit, ensuring activity is completed within agreed timescales.

- Collate, analyse and summarise audit findings for inclusion in the annual report.
- Identify and escalate emerging themes or issues to the regulation and quality assurance manager and relevant committees as appropriate.

Quality reviews

- Coordinate and administer quality reviews for UKCP organisations in line with UKCP requirements and agreed timelines.
- Draft, edit and finalise clear and accurate review reports and related documentation.
- Support the application and review process for prospective organisations, ensuring requirements and timescales are clearly communicated.
- Support and facilitate review visits, including site visits and online meetings, and contribute to associated documentation.
- Assist in maintaining clear, consistent and proportionate quality review processes.

Education, accreditation and project work

- Support the coordination and delivery of education and accreditation activity, including accreditation pathways for organisational members.
- Develop and maintain strong working knowledge of UKCP's education and accreditation requirements and processes.
- Act as a key point of contact for education providers, assessors and colleagues on accreditation processes and documentation.
- Coordinate elements of accreditation activity, including documentation, panels, assessors and reporting.
- Identify recurring queries, issues or inefficiencies within education and accreditation processes and contribute to improvement activity.
- Coordinate and support defined regulation, quality assurance or accreditation projects and improvement tasks.

Committees and stakeholders

- Support regulatory, accreditation and related committees and working groups as required.
- Prepare committee papers, supporting documents and action logs, and assist with meeting coordination.
- Provide factual, procedural and contextual input within agreed regulatory frameworks.
- Build professional and constructive relationships with committee members, volunteers and external stakeholders.

This is not an exhaustive list. The postholder is expected to work flexibly, respond to regulation and accreditation queries, maintain accurate records in line with UKCP systems and requirements, and work collaboratively across UKCP. Duties may change over time to reflect the development of UKCP's regulatory

and quality assurance approach.

Person specification

Core criteria:

- **Strong commitment to equity, diversity, and inclusion**, with the ability to apply inclusive practices in day-to-day work and decision-making.
- **Demonstrated ability to support mental health and wellbeing**, both personally and in team environments, contributing to a psychologically safe and caring workplace.
- **Excellent interpersonal and communication skills**, with the ability to engage respectfully and effectively with colleagues, members, and stakeholders from diverse backgrounds.
- **Ability to reflect on practice and learn from experience**, including a willingness to seek feedback, adapt approaches, and contribute to continuous improvement.
- **Confidence in using evidence and data to inform decisions**, with the ability to balance research, professional judgment, and lived experience.
- **Collaborative and flexible approach to working**, with experience of contributing positively to team dynamics and shared goals, especially in small or cross-functional teams.

Role specific criteria:

- Experience working in a regulatory, quality assurance, accreditation, compliance or procedural environment.
- Ability to interpret and apply policies, standards, procedures or frameworks accurately and consistently.
- Experience reviewing information or evidence and producing clear, accurate written outputs (e.g. reports, summaries, recommendations).
- Strong attention to detail and accuracy when applying standards and handling documentation.
- Ability to manage competing priorities, track progress against agreed outputs, raise issues where deadlines may not be met, maintain accurate records and processes, and work in a solution-focused way to deliver agreed outputs.
- Experience working independently within agreed frameworks, with confidence to escalate issues appropriately.
- Experience working with internal and external stakeholders, including committees or volunteers.
- Good IT skills, including Microsoft Word, Excel and Outlook.

Desirable criteria:

- Exposure to formal review or assurance cycles, such as audits, inspections or scheduled compliance checks.

- Understanding of education or accreditation pathways, including how standards are applied and assessed in practice.
- Experience working within the governance and accountability structures of a professional body, regulator or membership organisation.
- Experience of structured project governance in regulated, public-interest, or standards-based environments (e.g. PRINCE2-informed or equivalent approaches), including risk management, decision-making and assurance.

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**.
- 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 value the **diversity of psychotherapy approaches** and encourage **open dialogue** to build understanding.
- We aspire to be **courageous and inquisitive** in the way we work.
- We seek to be **inclusive**, recognising the need for diversity and respect for the people and backgrounds of those we work with.
- We aim to **work collaboratively** with other organisations when it is in the public interest.
- 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 (Print).....

Date.....