

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 quality assurance administrator
Reporting to	Senior regulation and quality assurance officer
Direct reports	None
Location	Hybrid (UKCP London office and home address)
Contract details	35 hours per week, permanent, with monthly attendance at our London office

Role purpose

To provide key support to the regulation and quality assurance team (RQAT), which manages the regulatory function for individual and organisational members. The team helps to ensure good practice and compliance with UKCP standards and requirements in the public interest to develop and maintain working relationships with key stakeholders, workers and volunteers whilst maintaining public protection requirements of a regulatory and quality assurance function.

Main duties and responsibilities

- Provide administrative support for the UKCP audit process, ensuring records and documentation are maintained accurately and efficiently.
- Manage enquiries from members and organisations, delivering professional, timely and helpful responses via telephone and email.
- Coordinate organisational member reviews, including issuing review notifications, scheduling activities with team members, monitoring deadlines and completing actions required to meet review requirements.
- Coordinate direct member reaccreditation reviews, including issuing notifications, scheduling follow-up activity with members and assessors and monitoring progress through to completion.
- Support the administration of UKCP workers, helping to ensure a professional, positive and fulfilling experience when conducting assignments on behalf of the organisation.
- Administer applications for the European Certificate of Psychotherapy, ensuring applications are processed accurately and in accordance with established procedures.

- Provide administrative support to committees and working groups, including preparing agendas, taking minutes, managing correspondence and coordinating meetings and events.
- Support collaborative projects across the regulation and quality assurance team, contributing to the successful delivery of key objectives and initiatives.
- Provide wider administrative support for other UKCP functions, projects and organisational initiatives as required.

This is not an exhaustive list. You are required to be flexible in your approach to performing your duties, which may change from time to time to reflect changes to UKCP's approach to sustaining a culture of continuous improvement.

Person specification

Core criteria (for all roles)

- **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 judgement, 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

The ideal candidate will also have:

- excellent organisational skills, with the ability to coordinate multiple activities, manage competing priorities, and consistently meet deadlines
- strong administrative skills and a high level of accuracy, with the ability to maintain detailed records and manage processes effectively
- experience of delivering high-quality customer or member service, with a professional, responsive and solutions-focused approach
- the ability to manage confidential and sensitive information with discretion and professionalism
- experience of coordinating activities involving multiple stakeholders, including monitoring progress, following up actions and ensuring agreed timelines are met
- well-developed digital skills, including proficiency in Microsoft 365 applications and experience

supporting hybrid or virtual meetings

- the ability to work independently, use sound judgement and identify when issues should be escalated appropriately.

Desirable criteria

- experience of working within a membership body, professional association, regulatory organisation, or similar environment
- experience providing administrative support to committees, working groups, or governance structures, including agenda preparation and minute-taking
- knowledge of mental health, psychotherapy, counselling or wider health and wellbeing sectors
- knowledge of, or experience supporting, accreditation, quality assurance, audit, compliance or regulatory processes.

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**.
- 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.....