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	Registration assistant
Reporting to	Registration manager
Direct reports	None
Location	Home address (fully remote)
Contract details	35 hours per week, fixed-term contract

Role purpose

We are looking for a proactive and detail-oriented Registration assistant to join our registration team on a fixed-term contract.

Working full-time, Monday to Friday (9am to 5pm), you will provide additional support during a busy period by processing membership and registration applications, maintaining accurate records and responding to enquiries from members and applicants.

The role would suit someone who is organized, accurate, and comfortable working in a busy administrative environment while providing a high standard of customer service.

As part of the registration team, you will help ensure applications, enquiries and member records are managed accurately, efficiently and in line with organisational standards.

Main duties and responsibilities

Membership and registration administration

- Process membership and registration applications accurately and within agreed timescales.
- Maintain accurate membership and registration records, ensuring data quality and attention to detail at all times.
- Update and manage information within UKCP's databases and systems.
- Support routine administrative processes associated with membership, registration and renewals.
- Assist with the preparation of reports, correspondence and registration documentation as required.

Customer service and enquiries

- Respond professionally and helpfully to member, applicant and stakeholder enquiries via email and telephone.
- Provide accurate information regarding membership and registration processes, referring complex enquiries where appropriate.
- Manage high volumes of enquiries while maintaining excellent customer service standards.
- Record and track enquiries to ensure timely and effective resolution.

Team support and continuous improvement

- Work collaboratively with colleagues across the registration team to support service delivery.
- Identify and raise issues affecting application processing, data quality or customer service.
- Contribute to improvements in administrative processes and ways of working.
- Support other registration and membership activities as reasonably required.

This is not an exhaustive list. You are required to be flexible in your approach to carrying out your duties, which may change from time to time to reflect changes to UKCP's priorities and operational requirements.

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:

- experience of handling telephone and email enquiries in a professional environment
- experience of working with customers, members or service users
- the ability to remain professional and courteous when dealing with challenging enquiries

- experience using CRM systems and databases to maintain accurate records
- a high level of accuracy and attention to detail
- experience of working remotely and managing workload independently
- availability to work Monday to Friday, 9am to 5pm and be able to start within the next few weeks.

Desirable

- Experience working in a membership organisation, professional body or similar environment.

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…….