

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	Professional standards manager
Reporting to	Complaints and conduct manager
Direct reports	None
Location	UKCP Office, York House, 221 Pentonville Road, London, N1 9UZ (hybrid)
Contract details	35 hours/week, permanent (part-time requests considered, 28 hours+)

Role Purpose

To support the complaints and conduct manager in the operation of UKCP's Complaints and Conduct Process (CCP).

Main duties and responsibilities

The professional standards managers are responsible for the day-to-day management of investigations and adjudication on concerns and complaints against registered members under the UKCP's Complaints and Conduct Process (CCP).

Complaints handling

Undertake the operational aspects of the Complaints and Conduct Process (CCP):

- Ensure that all procedures and processes related to the investigation and adjudication of complaints raised against relevant members are followed and recorded accurately.
- Ensure that case management processes and service standards are adhered to.
- Ensure that the complaints processes are delivered to the highest standards, to safeguard procedural integrity and to ensure that UKCP meets all its obligations in these respects, with particular attention to issues of diversity and equalities.

- Provide support during legal complexities and judicial reviews about matters relating to the Complaints and Conduct Process (CCP).
- Follow Subject Access Requests.

Strategic planning and development

- Provide support for projects on regulation and complaints handling, assist in producing proposals, plans and reports, and build relationships with stakeholders.
- Contribute to regular review of the Complaints and Conduct Process (CCP) on changing needs, common practice and case law within professional regulation.
- Work with colleagues to prepare for the organisation's annual reaccreditation process with the Professional Standards Authority.

Professional Conduct Committee

- Work with the Professional Conduct Committee (PCC) and its chair, overseeing casework and preparation of the annual report.
- Attend all PCC meetings and proactively take part in discussion of cases.
- Provide regular updates on cases and information on root cause analysis at the end of each case.
- Take part in the regular Learning from Complaints events.
- Provide monthly case reports and aged analysis to help the team, the committee and the board to understand trends and patterns in the complaints process.

Adjudication hearings

- Support the presenting officer before, during and after the hearing.
- Act as presenting officer before an adjudication panel during interim suspension hearings.
- Ensure that the outcomes of hearings are communicated to all relevant parties and organisations.

Communication and representation

- Create and update, as required, Complaints and Conduct Process (CCP) communications in relation to complaints for members, complainants and the wider public.
- Maintain effective working relationships with those involved in cases such as panel members, barristers, complainants, registrants etc.
- Provide articles for New Psychotherapist magazine and contribute to the PCC Annual Report.

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 approach to sustaining a culture of continuous improvement.

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 of complex complaints handling in a professional body or a regulated environment.
- Experience of undertaking consultations, writing briefings and carrying out policy research.
- Structured and practical approach to problem-solving.
- Ability to quickly interpret and evaluate complex information.
- Proven ability to manage diverse workloads, apply strong organisational skills and meet deadlines across multiple projects.
- Be a positive advocate for UKCP in external situations.
- Well-developed IT skills, particularly in Microsoft Word, Excel and Outlook.

Desirable criteria

- Experience in the charity and mental health sectors and/or a national level organisation.
- Legal qualification or training.
- Used to working in a highly political atmosphere.

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
- 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.....