

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 officer
Reporting to	Registration manager
Direct reports	None
Location	Hybrid (home working with monthly attendance in our London office)
Contract details	35 hours pw, permanent

Role purpose

The registration officer supports the delivery of an excellent membership experience by providing responsive, accurate and professional administrative support across the member lifecycle. They are responsible for maintaining the UKCP membership register, processing admissions, renewals and exits, handling enquiries and ensuring membership data and associated transactions are managed efficiently. The postholder will contribute to continuous improvement, helping to deliver a high-quality service that supports members and upholds UKCP's professional standards.

Main duties and responsibilities

- provide general enquiry services to members, non-members and members of the public, including being part of a pool of staff responsible for dealing with enquiries by telephone, emails, social media, and postal enquiries
- develop and maintain a broad understanding of the administration and regulatory procedures relevant to updating member records, admission to a category of membership and processing of subscription details. Such day-to-day activities require the ability to follow defined operations to a consistently high standard
- ensure accurate and timely processing of UKCP membership applications, following defined guidelines and processes.
- produce reports from CRM systems as required

- be responsible for administration of the renewal process for individual members, ensuring that renewals, reminders, lapsing and certificate generation are carried out accurately within specified timescales
- proactively identify and suggest feedback and ideas about new membership grades, member benefits and new products and services to managers
- actively pursue the retention and recruitment of members and encourage the uptake of benefits and services by members and non-members alike
- proactively market membership services, providing consultative advice on the range of services and benefits related to membership grades.

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 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

- have experience of providing high-quality administrative support within a professional, regulatory, service delivery or customer-focused environment
- have experience of administering membership, registration, accreditation, certification, enrolment, licensing, renewal or similar processes
- demonstrate a commitment to delivering a positive, professional and responsive experience for members, applicants and other stakeholders
- be able to maintain accuracy, quality and integrity of membership, registration or customer records
- be able to interpret and apply policies, procedures and guidance consistently, accurately and fairly.

- take ownership of enquiries and administrative processes, ensuring issues are progressed and resolved within agreed timescales
- demonstrate sound judgement, including recognising when to seek clarification, ask questions or escalate issues appropriately
- demonstrate a willingness to learn, develop knowledge and adapt to changes in procedures, systems and regulatory requirements
- contribute positively to continuous improvement by identifying opportunities to enhance service quality, efficiency and member experience.

Desirable criteria

- experience working within a membership organisation, professional body, regulator, awarding body, educational institution, charity or similar organisation
- experience producing routine reports and analysing data
- experience using Salesforce or a similar CRM system
- An understanding of GDPR and the importance of data quality and record management.

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.....