

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.

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| Job title | Registration manager |
| Reporting to | Director of resources |
| Direct reports | Registration officers |
| Location | Hybrid/London (once a month in London office) |
| Contract details | Full-time (35 hours per week), permanent |

Role Purpose

To lead the operational delivery of UKCP's membership and registration services, ensuring that admission processes, renewals, declarations, resignations and member record management are completed efficiently, accurately and in line with UKCP's internal procedures. This role focuses on service delivery, operations, CRM accuracy and member experience.

Main duties and responsibilities

Team leadership and operational management

- Lead, support, and develop the registration team to deliver efficient, high-quality membership and registration services.
- Set and oversee customer service standards for membership lifecycle enquiries, ensuring clear processes, effective troubleshooting and training.
- Manage daily workloads, allocate tasks and monitor operational performance across admissions, renewals and enquiries.
- Ensure operational processes and procedures are regularly reviewed, updated and understood across the team.
- Produce operational reports and insights for the board, committees and senior leaders.

Membership admissions and registration processes

- Oversee the accurate and timely processing of membership applications, changes of membership status, trainee transitions, resignations and returns.
- Ensure all member and registrant data is accurate, current and well maintained.
- Maintain clear operational guidance for all membership and registration processes.
- Ensure the accuracy and integrity of the registers, including revalidation and subscription renewals.

Renewals and declarations

- Lead the operational delivery of the annual renewals and declarations cycle.
- Oversee renewal notices, reminders, payment processing and non-payer management.
- Coordinate operational member communications related to renewals and declarations.
- Monitor progress, resolve issues and ensure timely completion.
- Conduct post-cycle reviews and implement improvements.

Customer service and member support

- Oversee the effective handling of enquiries through email, phone and CRM channels.
- Ensure members receive accurate, consistent and timely information.
- Escalate regulatory or standards-related enquiries to the regulation and quality assurance team where appropriate.

CRM, systems and data quality

- Lead the operational use of the CRM (Salesforce) for membership and registration functions.
- Resolve lifecycle-related CRM issues, using Salesforce support where needed.
- Ensure data accuracy, efficient workflows and high-quality record maintenance.
- Produce operational reports and dashboards that support decision-making.
- Identify and implement system improvements to enhance operational efficiency and member experience.
- Collaborate with the CRM team on system updates, testing and ongoing development.

Cross-team collaboration

- Work with the finance team on membership fee processing and reconciliation.
- Work with the communications team on operational membership messaging.
- Work with the regulation and quality assurance team to ensure clear handovers for regulatory matters.
- 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 of 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 delivering membership, registration or service operations in a membership body, regulator, charity, or similar setting.
- Experience managing or supervising an operational team, including workload planning and performance oversight.
- Strong CRM and digital systems skills, with the ability to improve workflows and maintain high-quality data (Salesforce desirable).
- Excellent organisational skills, able to manage multiple processes and deadlines.
- Ability to interpret operational data and produce clear performance reports.
- Experience maintaining accurate member or registrant records, including renewals or revalidation processes.
- Available to work 9am – 5pm, Monday to Friday.

Desirable criteria

- Experience within a professional membership, accreditation, or regulatory environment.
- Experience improving digital processes or streamlining operational workflows.
- Understanding of membership lifecycles (e.g. admissions, renewals, trainee transitions).
- Experience preparing operational insights or reports for senior stakeholders.

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.