The UK Council for Psychotherapy (UKCP) is recognised as the leading professional body for the education, training and accreditation of psychotherapists and psychotherapeutic counsellors. We represent training organisations and over 7,000 individual therapists - working privately or in the NHS or voluntary sector - offering a wide variety of psychotherapeutic approaches or modalities. As part of our commitment to protecting the public, we work to improve access to psychotherapy and psychotherapeutic counselling, to support and disseminate research, to improve standards and to respond effectively to complaints against our members.

**Job Description**

<table>
<thead>
<tr>
<th>Title</th>
<th>PA to the Chief Executive</th>
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<tbody>
<tr>
<td>Pay Scale</td>
<td>£31,750</td>
</tr>
<tr>
<td>Reporting to</td>
<td>Chief Executive</td>
</tr>
<tr>
<td>Direct Reports</td>
<td>N/A</td>
</tr>
<tr>
<td>Location</td>
<td>Edward House, 2 Wakley St, London, EC1V 7LT</td>
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</tbody>
</table>

**Aim**

Working in close partnership with the CE, this post enhances the role of the CE by supporting and enabling him/her to provide effective leadership to UKCP. To support the CE in the management of his/her workload by understanding the CE’s priorities and organising the CE’s time accordingly; overseeing systems for managing a large workload; tracking projects across UKCP; and being the first point of contact for all enquiries and visitors for the CE. The role also involves providing high quality support to the Senior Management Team meetings.

**Scope of role**

A. To act as an effective first point of contact on behalf of the CE demonstrating first class customer service at all times.

B. Provide full administrative and organisation support to the CE

C. Provide support to the Senior Management Team Meetings

**Duties and responsibilities**

A.

Ensure confidentiality and sensitivity surrounds all activities within the CE office
Build effective relationships with staff, trustees, volunteers and external stakeholders connected with the work of UKCP
Ensure that all guests and callers are dealt with in a courteous, prompt and professional manner, showing interest and empathy at all times.
B. Support the CE and conserve their time by reading, routing, drafting correspondence and ensuring follow-up and outcomes. Put in place mechanisms to ensure that the CE’s inbox and dairy are effectively managed and to ensure that the CE is well prepared and briefed. Forward plan events and meetings within the electronic calendar, acting as a facilitator in day to day activities. Manage the Senior Management Team annual performance review process. Prepare the agenda and attachments for meetings as required by the CE. Maintain an accurate up to date filing system that meets the requirements of the Data Protection Act and supports a smooth running CE office. Proactively keep regular contact with the CE with messages/important issues and respond as directed, maintaining a close working relationship.

C. Maintain the cycle of SMT meetings. Provide full administrative and secretarial support to SMT meetings – including drafting agendas, collating and sending out papers, confirming timings, book meeting rooms, taking minutes/actions.

Person Specification

Essential Experience (to be addressed in supporting statement)

- Demonstrable experience of providing senior level PA support
- Experience of, and ability to adapt to, working in an environment where priorities often change at the last minute
- Experience of drafting and proof reading documents
- Experience of committee administration
- Experience of working effectively under pressure and to strict deadlines
- Familiarity with office procedures and protocols
- Experience of Budgets

Skills and Abilities

- Advanced IT skills, including Microsoft Office
- Ability to communicate clearly and effectively with internal and external stakeholders, both verbally and in writing
- Confident in using IT and AV equipment
- Clerical skills, including composing and producing correspondence, reports and other documents as required.
- Ability to work independently
- Ability to respond effectively to fast changing circumstances
- Excellent organisational and time management skills: confident in the management of conflicting priorities, and able to able to work within defined standards and to deadlines.
- Able to take, produce and distribute notes/minutes as required.
- Ability to behave professionally at all times and maintain strict confidentiality
- Ability to effectively plan ahead while also being able to adapt if these plans...
have to be changed

- Motivation and commitment to providing the full range of duties which are essential to the smooth running of the CE’s office
- Ability to act as an ambassador and represent the organisation in a positive manner
- A proactive, supportive and can-do approach to work

Desirable Experience

- Knowledge/experience of working for a membership organisation or professional/regulatory body
- Experience in committee management and minute taking

Qualifications

- Good standard of education (e.g. GCSE’s or equivalent including Maths and English).