



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. Our register of over 8,000 individual therapists is accredited by the Professional Standards Authority (PSA). As part of our commitment to work for public benefit, we strive to improve access to psychotherapy, to support and disseminate research, to improve standards and to respond effectively to complaints against therapists on our register.

Title	Membership specialist
Reporting to	Membership manager
Direct Reports	n/a
Location	UKCP, York House, 221 Pentonville Road, London, N1 9UZ, and remote working

Aims

- To fulfil the role as a responsible member of our membership team, providing a frontline service for customer enquiries. Primarily, this involves administering the UKCP membership register by efficiently processing admissions, exits, and renewals, while utilising customer service skills to offer a professional and contemporary service. This role also includes responsibility for capturing essential data and processing associated transactions.

Main duties and responsibilities

- Provide general enquiry services to members, non-members, and members of the general 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 the updating of 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 applications for UKCP membership, following defined guidelines and processes. Produce reports from CRM systems as required.
- Be responsible for the administration of the renewal process for individual members, ensuring renewals, reminders, generating certificates, and lapsing 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 and you are required to be flexible in your approach to carrying out your duties which may change from time to time to reflect changes in UKCP's approach to a culture of continuous improvement.

Person specification

Essential

- Minimum of 1 years' experience in a similar remote customer service role.
- Confident using technology and software applications, with experience of working with databases, emails, documents, spreadsheets, and videocalls.
- Strong communication skills, both written and verbal, with experience in working with remote team members and stakeholders.
- Demonstrated ability to work collaboratively with colleagues, share responsibilities, and support one another in achieving common goals.
- Demonstrated ability to consistently meet and exceed targets, in areas such as email and telephone quotas for example.
- Ability to work independently with minimal supervision, making well-informed decisions, and taking ownership of tasks and projects.

Desirable

- Experience of working for a membership organisation.
- Experience of using CRM software, such as salesforce.
- Education or experience in the mental health sector.

Job description: membership specialist
Reviewed: December 2024

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** throughout the organisation.
- 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 **recognise the pluralism of the modality traditions** upon which psychotherapy is based and encourage dialogue to promote understanding.
- We aspire to be **courageous and inquisitive** in the way we work.
- We seek to be **inclusive**, recognising the diversity of the society in which we live and work, and we strive to have respect for everyone we work with.
- We aim to **work collaboratively** with other organisations when it is in the public's interest to do so.
- We are **reflective** and seek to learn when things do not go as expected.