

Role Profile

Role title: Accreditation Team Supervisor

Reports to: Operations Manager

Job purpose: Responsible for the line-management and performance of the accreditation support team across all schemes ensuring objectives and targets are achieved. Ensuring policies and procedures are up to date and are being adhered to whilst identifying and implementing continuous improvements.

Dimensions:

Financial: £1,000

Staff: 7

Other:

Principal accountabilities:

1. Line managing the accreditation office team including 1-2-1s, objective setting, identifying areas for development, allocating work, ensuring the team are working within targets and identifying when additional support is needed.
2. Proposing and implementing ways to increase efficiency within existing processes and within the team. Working closely with the Lead Accreditation Assessor to aid the smooth running of processes across the accreditation team.
3. Identifying and contributing to developmental work and projects for accreditation, to increase productivity while ensuring quality and member communications are of a high standard across the accreditation office team.
4. Ensuring that working methods follow agreed and up-to-date policies and procedures and are GDPR compliant, timely and accurate.
5. Collating and analysing statistics for accreditation and reporting findings back to the wider Professional Standards Department.
6. Overseeing communication between members and the accreditation office team and responding to or further escalating complaints as appropriate.
7. Tracking income and expenditure from contract assessors and moderators, signing off invoices as appropriate.

BACP Principal accountability

- To be a BACP ambassador by upholding and demonstrating our values at every opportunity, through verbal, written and face to face communication.

Role Profile

- Manage and lead employees using a performance management and development process that encourages employee contribution, and includes goal setting together with constructive feedback, such that employees feel valued.

Context:

Operating environment: This role supports the accreditation office team as a line manager and encourages efficient ways of working.

Framework & boundaries: The role needs to be carried out to support the accreditation office team.

Organisation: see organisational chart

Relationships:

Direct reports: 7

Manager: Monthly 1-2-1s with line manager. Attendance required for regular team meetings.

Internally: Ongoing communication with the office team. Communication with the assessors and Lead Accreditation Assessor to discuss changes to processes where applicable and to discuss making efficiencies. Communication with other teams to support developmental work and projects. Relationship building with Customer Services and Membership to share relevant information and keep teams updated with changes.

Externally: Limited but may have some contact with members seeking accreditation.

Knowledge & experience:

- At least 3 years previous line-management experience.
- Qualified to degree level or has equivalent professional experience.
- Strong people management skills with ability to motivate teams.
- Excellent inter-personal skills with an ability to communicate at all levels, including effective and clear verbal communication by telephone and face-to-face.
- A high level of written communication skills to write clear and concise feedback to applicants.
- Excellent planning and organisational skills, with an ability to work on own initiative.
- An ability to competently handle challenges or complaints within set procedures.

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- An ability to engage with and contribute actively to development and change within the accreditation processes.
- An ability to support staff and identify areas for improvement or additional support.
- Ability to interpret statistics and present them in a clear and concise manner with suggestions for change.

Job challenge:

To manage and support staff who are working across various accreditation schemes with varying processes.

Additional information