

Role Profile

Role Title: Support and Inclusion Officer
Reports to: Accreditation Team Supervisor
Department: Professional Standards
Grade: Full time, FTC for 2 years, TBC (initially graded as S1)
Job Purpose:

To provide support to members with financial difficulties, disabilities and/or learning differences who are applying for BACP Individual Accreditation. To be proactive in finding solutions to support these members and to arrange for adjustments and/or financial adjustments to be made, ensuring they receive a positive and equitable experience while applying for BACP Individual Accreditation.

Financial: 0
Staff: 0

Principal Accountabilities:

1. To discuss issues of concern with members applying for accreditation and work with them to identify appropriate solutions demonstrating a high level of sensitivity and customer care.
2. To continuously review the various options of support available and, working closely with the Accreditation Team, exploring new ideas to support applicants through the accreditation process.
3. To review cases for financial support against agreed policies and implement reductions where appropriate. To include facilitating the roll out of paying-by-instalments and issuing discounts.
4. To work with the Accreditation Team Supervisor to write or review existing policies and procedures which fully incorporate adjustments and inclusion.
5. To liaise closely with both the Assessor team and the Accreditation Officers to implement adjustments agreed with the member to ensure a smooth journey through the application process.
6. To produce and monitor external communications, including the BACP website, with information concerning the support available to members.
7. To liaise closely with other BACP departments to ensure staff know where to signpost members for advice and support.
8. To keep accurate records of members making use of adjustments or financial support, collecting and analysing feedback from members, while ensuring current GDPR regulations are met.

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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.

Context:

Operating environment: A good understanding of the six individual accreditation schemes is necessary in order to identify the various stages where support may be required.

Framework & boundaries: Follows standards and set criteria guidelines and offers ideas for further consideration. BACP policies and procedures.

Organisation: see org chart

Relationships:

Direct reports:	0
Manager:	Regular updates, 121s and team meetings
Other contacts:	Customer Service team, Membership, Communications and other key departments. BACP members, external organisations.

Knowledge & Experience:

- Qualified to A level standard or equivalent.
- Minimum of three years working in an administrative role, ideally within a customer focussed environment.
- Knowledge of equality and diversity issues for applicants, in particular for those who require adjustments, preferably within an academic or assessment/exam environment.
- Good verbal and written communication skills with ability to respond to personal and sensitive issues in a supportive manner.
- Shows initiative and has the ability to organise and prioritise own workload while maintaining a high standard of work.
- Ability to problem-solve and identify the best course of action, knowing when to seek support or report to a manager with more complex issues.
- Excellent attention to detail.
- Experience of accurate data collation, handling and analyses, ideally within CRM or membership databases.
- Good level of computer literacy skills across different systems, MS Office and ability to learn and adapt to new IT systems.
- Knowledge of the counselling profession advantageous but not essential.

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Job challenge: Many employers are asking for their practitioners to be accredited and BACP is seeking to make the accreditation process more accessible and inclusive, particularly for disabled members and members with learning differences. The challenge is to break down barriers to inclusion and build positive relationships with applicants wishing to pursue accreditation through BACP.