

Role Profile

Role title: Accreditation Service Officer

Reports to: Accreditation Team Supervisor

Department: Professional Standards

Job purpose: To assist with all aspects of the work of the individual Accreditation Scheme to ensure members are supported through the process and compliance with internal standards are met.

Financial: /

Staff: /

Other: 6 individual accreditation schemes, BACP members and BACP departments

Principal accountabilities:

To assess the eligibility of Individual Accreditation applications for the Individual Accreditation Scheme against set criteria and prepare applications for the next stage of assessment.

To provide in-depth information and support to members applying for Accreditation through the Individual Accreditation Scheme, including liaising with other departments and answering member queries to ensure they are guided through the various accreditation processes with a high level of customer care.

To communicate results of assessments while ensuring recordings of data and amendments to membership subscriptions are accurately updated.

To facilitate the smooth running of moderation and standardisation processes for accreditation assessments, to ensure professional standards policies and processes are followed correctly.

To administer and coordinate tele-surgeries, liaising with assessors, to provide an effective service to members.

To maintain databases to ensure accurate management of applications and recording of information which meets current GDPR regulations.

Role Profile

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: Six individual accreditation schemes, the IACP recognition agreement, the registered members category

Framework & boundaries: follows standards and set criteria guidelines. BACP policies and procedures

Organisation: see org chart

Relationships:

Direct reports:

Manager: Weekly updates, Monthly 121s and regular team meetings

Other contacts: Customer service team and other key departments. BACP members, external organisations

Knowledge & experience:

Qualified to GCSE level or equivalent.

Minimum of 2 years working in an administrative role, ideally within a customer focussed environment.

Experience of effective verbal and written communication with customer, with the ability to provide a high level of customer support.

Excellent attention to detail.

A strong team player with willingness to support others.

Shows initiative and has the ability to organise and prioritise own workload in a fast-paced environment while maintaining a high standard of work.

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.

Ability to follow processes and to work to set standards and criteria while managing a high work-volume.

Role Profile

Ability to problem-solve and know when to seek support or report to a manager.

Job challenge: BACP success in the marketplace has meant that many employers are asking for their practitioners to be accredited. The challenge is to manage a high volume of applications and to maintain a positive relationship with the applicant whilst communicating areas for improvement should the applicant not achieve individual accreditation.