

Role Profile

Role title: Registration Support Assistant (Approved Qualifications)

Reports to: Assistant Registrar

Job purpose: To support the register team in the administration of Certificate of Proficiency (CoP) assessment events with our Approved Qualification providers.

Financial: None.

Staff: No direct reports.

Other: Primary point of contact for venues and ongoing contact with assessment system provider.

Principal accountabilities:

1. To liaise with venues about hosted CoP events being a point of contact in advance in regard to booking arrangements and the specified technical requirements for the professional delivery of the CoP.
2. To respond to student member and tutor enquiries relating to the taking of the Certificate of Proficiency (CoP) assessment as part of the Approved Qualification
3. To undertake various administrative tasks in support of the CoP when delivered in one of our partner centres. Duties to include the set up of assessment events in our CRM database and our assessment management system, distribution of candidate guidance materials and work with the appointed invigilators to ensure the smooth running of the assessment event .
4. To undertake various administrative tasks in support of Register standards
5. To undertake regular post assessment work with regard to data cleansing to ensure compliance with relevant legislation

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.

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Context:

Operating environment: Registered charity, Professional body. The register has over 40,000 registrants. It operates within a professional regulatory setting and environment overseen by the Professional Standards Authority.

Framework & boundaries: Professional Standards Authority scheme, BACP policies, GDPR, Equality Act.

Organisation: See org chart.

Relationships:

Direct reports: No direct reports.

Manager: Monthly 121s and regular team meetings.

Other contacts: Primary point of contact for venues and ongoing contact with assessment system provider, members taking assessment.

Knowledge & experience:

Requires a knowledge of and experience in the use of databases.
Extensive experience of using Word, Excel, Outlook, Internet and databases to record and produce accurate, timely and relevant correspondence, reports and documents.
Excellent data entry and data checking skills demonstrating attention to detail and accuracy.
An ability to deliver exceptional customer care.
Excellent communication skills to deal with a wide range of enquiries.
Excellent planning and organisational skills.
A flexible approach to work with an ability to handle multiple tasks.

Job challenge:

To work with a wide range of stakeholders about taking an assessment while holding to BACP standards to ensure a consistent approach to all.