

# Role Profile

**Role title: Professional Standards Officer**

**Reports to: Operations Manager**

**Job purpose:**

To provide day-to-day support for various workstreams and Project Leads across the Professional Standards Department, and to support the production and maintenance of the Ethical Framework and Good Practice resources as required.

**Dimensions:**

**Financial: N/A**

**Staff: N/A**

**Other: N/A**

**Principal accountabilities:**

1. To provide administrative support to the Professional Standards management team to facilitate the delivery of multiple projects linked to BACP strategy, such as Ethical Framework development, SCoPEd and accreditation development, and Competence Framework projects
2. To support the running of the Approved Qualification schemes by attending meetings and contract reviews with external parties, responding to general enquiries from members or the public, taking notes and ensuring actions and deadlines are met by BACP colleagues and external parties.
3. To prepare and update documents ready for review and design, associated with new projects or workstreams across the Professional Standards department, such as application forms, mapping documents and review schedules.
4. To respond to general enquiries about Professional Standards from members and the public, and liaising with colleagues as appropriate to formulate more complex responses.
5. To record project expenditure, to include processing invoices and expenses claims, updating expenditure records, and keeping projects leads informed of project spends
6. To work with the Professional Standards Officer on various tasks across the department, including support for the running of the GPiA resource schedules and support for the running of project meetings and tasks.

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7. To coordinate and support various meetings and focus groups by communicating with external stakeholders and BACP members, arranging meetings, circulating papers, taking minutes, and ensuring actions arising are achieved within set deadlines
8. To prepare documentation for issuing or renewing contracts to external consultants or authors, liaising with the Contracts Manager, Project Lead or Good Practice Lead as appropriate
- 9.

## 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:** This role supports the Professional Standards management team in the development of projects linked to BACP strategy. The role also provides administrative support to the wider Professional Standards Department.

**Framework & boundaries:** The role needs to be carried out to provide administrative support to Professional Standards projects linked to BACP strategy.

**Organisation:** see organisational chart

## Relationships:

**Direct reports:** N/A

**Manager:** Monthly progress reviews and regular 1-2-1s with line manager. Attendance required for regular team meetings and project meetings.

**Internally:** Ongoing communication with project leads, other departments and external stakeholders. Communication with all members of Professional Standards Department regarding administrative support requirements.

**Externally:** Will have contact with external stakeholders, consultants, and BACP members regarding meeting arrangements and expenses. Will also need to communicate with venues to make external room bookings.

## Knowledge & experience:

To be in post, this role requires:

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- Excellent planning and organisational skills, with an ability to organise meetings in a timely manner and work across multiple projects
- A minimum of 2 years working in an administrative role
- An ability to self-motivate and work independently and as part of a team
- An ability to follow processes and to work to set standards
- Excellent attention to detail
- Excellent inter-personal skills with an ability to communicate at all levels, including effective and clear verbal communication by telephone and face-to-face, with the ability to adapt to audiences
- Some knowledge of the counselling and psychotherapy field
- Experience of working with budget management processes
- Good level of computer literacy across different systems such as MS Office and with CRM systems. Ability to adapt and learn to use different IT systems.

## **Job challenge:**

To support the running of the Approved Qualification Scheme while providing support across multiple complex projects and core business with different audiences across the Professional Standards Department.

## **Additional information:**

Four days per week, flexible home and office working.