

## The Lead Organisation for CBT in the UK and Ireland

British Association for Behavioural  
& Cognitive Psychotherapies



### Job Description

<b>Post title:</b> Administration Manager	
<b>Location:</b> The role will be home-based, with requirements to travel to meetings across the UK and Republic of Ireland to support the work of the branches and sigs as well as staff meetings	
<b>Post Grade:</b> C	<b>Post Hours:</b> 37 hours (requests for part time hours or job share will be considered)
<b>Special Conditions of Service:</b> Flexitime Scheme in operation, subject to adequate cover arrangements. Permanent contract of employment.	
<b>Purpose and Objectives of Post:</b> The postholder will:  Oversee and manage the administrative aspects ensuring consistent, efficient and high-quality service and support across membership, registration and accreditation.  The role will ensure that all processes align and where necessary meet external standards and best practice.	
<b>Line managed by:</b> Head of Membership Services	
<b>Immediately responsible for:</b> Administration Leads	
<b>Control of Resources:</b> N/A	
<b>Main Contacts:</b> <ul style="list-style-type: none"><li>• Head of Membership Services</li><li>• Chief Accreditation Officer and Registrar</li><li>• Accreditation and Wellbeing Manager</li><li>• Admin leads</li><li>• Admin assistants</li><li>• IT Supervisor</li><li>• CRM Officer?</li><li>• Communications Officer</li><li>• Accounts Supervisor</li></ul>	

## **Duties/Responsibilities**

### **As a member of the Operational Leadership Team**

- To work collaboratively with other members of the Operational Leadership Team and Senior Leadership to address issues affecting the administration of Membership, Wellbeing and Accreditation
- To contribute towards delivering BABCP strategy
- Contribute to a culture of continuous business improvement, while championing the values of BABCP
- To attend Operational Leadership Meetings and Board and its sub-committees where relevant
- Promoting equity, equality, diversity and inclusion in the provision of Member, Registration and Accreditation Services.

### **As an Administrative Manager**

- Provide operational and transactional direction and oversight to all administrative functions linked to the provision of Membership, Registration and Accreditation Teams.
- Line manage Administrative Leads providing leadership, professional development, performance management and operational work
- Develop, implement and monitor Key Performance Indicators and service standards for Membership, Registration and Accreditation
- Gather feedback and collaborate cross-departmentally with teams such as IT, Communications and Finances to optimise system functionality and support the end-to-end membership journey.
- Develop, review and maintain administrative policies and procedures to ensure they remain up to date and fit for purpose for the system, staff and members.
- Manage complaints about customer service and aspects related to the administration of Membership, Accreditation and Registration, in consultation where appropriate with the Senior Staff Lead.
- Oversee and contribute to the maintenance of accurate records in CRM; carry out audits/ spot checks on CRM records to ensure quality and consistency of data and manage outcomes and recommendations.
- Oversee all 'membership' related provision including but not limited to onboarding, renewals, payments, declarations, and lapsing and where necessary the smooth administration of the PSA Accredited CBT Register, Accreditation and Registration including applications, awards, re-accreditation and audit
- Report and/ or recommend service process improvements initiatives to the Head of Membership Services where effectiveness of service delivery is seen
- Ensure staff training and development is in place to ensure staff are meeting service standards and legislation requirements.
- Provide operational and data reports for senior management, track progress against KPIs
- Communicate and co-ordinate service development to ensure members have access to and information about their membership, registration, accreditation
- Oversee the management of member contact channels for the Administration of Membership, Accreditation and Registration including email, phone and any other services available for members to contact and receive from BABCP.

- Oversee the coordination of support for the Senior Leadership Team in organising meetings, making notes, carrying out research tasks.

#### Liaison and Collaboration

- In liaison with Accreditation and Wellbeing Manager ensure the smooth administration of the PSA Accredited CBT Register, Accreditation and Registration including applications, awards, re-accreditation and audit
- In liaison with Work collaboratively with the Communications Officer and External Relations Team to develop clear, concise and informative communications across the Membership, Accreditation and Registration journey using feedback and innovation to disseminate to members.
- In liaison with IT Ensure CRM (Oomi) supports the operational requirements necessary to provide accurate storage of member data, reports and staff needs.
- Ensure data is available and fit for purpose to support targeted communications and service delivery.

## Person Specification

Assessment method	Criteria	Essential	Desirable
<b>Experience</b>			
A	Proven experience of managing administrative services within healthcare, public, or membership sectors	✓	
A	Proven experience of supervising / line managing staff and teams	✓	
A	Experience of developing, implementing and monitoring service standards and or key performance indicators		
A	Experience of using CRM systems to manage member/customer data, reporting and service delivery oversight.	✓	
A/I	Experience of managing customer service issues or complaints and resolving them sensitively and effectively.	✓	
A/I	Experience of developing and improving administrative functions and processes	✓	
<b>Knowledge, abilities &amp; skills</b>			
A	Strong leadership and people management skills with the ability to motivate, support and develop teams	✓	
A/I	Confident working independently and collaboratively in a fast-paced environment	✓	
A/I	Excellent organisation skills and the ability to balance multiple priorities	✓	
A/I	Excellent spoken and written communication skills, including the ability to write reports and resources	✓	
I	Understanding the importance of equity, diversity and inclusion	✓	
A/I	Proficient with Office 365 suite and its use within administrative services	✓	
I	Strong problem-solving skills with the ability to identify issues and implement effective solutions	✓	
I	Understanding of data protection, confidentiality and information governance principles	✓	
<b>Personal Attributes</b>			
Application & Interview	Demonstrable commitment to the values of BABCP	✓	
<b>Qualifications</b>			

Application	At least A Level qualifications or equivalent professional experience in related field (Business administration, management)	✓	
Application	Associated qualifications in Project Management or customer service		✓