

BRITISH/ PSYCHOANALYTIC /COUNCIL

Membership Officer

£28,000 – 30,000 FTE

Permanent

Part time: 3 days / 21 hours per week

Welcome from the CEO



Thank you for your interest in joining our team as a Membership Officer.

We are the leading professional association and a Professional Standards Authority Voluntary Accredited Register for the psychoanalytic and psychodynamic psychotherapy profession in the UK.

With a small team of ten, based at our offices in North London, and with an annual turnover of c£600k we regulate the profession, adjudicate on complaints, and maintain professional standards.

We enjoy a reputation for high clinical and professional standards within the counselling and psychotherapy profession and, unlike other similar organisations, we are purely psychoanalytic in our focus. We accredit training programmes operated via our Member Institutions, ensuring that they meet our exacting standards. Individuals who qualify from these accredited trainings are eligible to become Registrants of the BPC and appear on our public Register. Registrants must comply with our code of ethics and Continuing Professional Development requirements.

As well as our regulatory role, we advance the knowledge and understanding about psychoanalysis and psychoanalytically informed therapies, through working with policy makers and through conferences, publications and other activities.

We are looking for a part time Membership Officer, who will be working alongside our existing part time Membership Officer. Together, they will lead on administrative support of our membership functions. Reporting to our Office and Events Manager, the post holder will be responsible for the administrative functions that support the smooth running and ongoing success of the organisation around membership.

This is an interesting and varied role that acts as a first 'point of contact' for the people we work with (such as Member Institutions, Registrants and queries from members of the public), as well as managing the administrative aspect of memberships, such as setting up new Registrants on our CRM system. The role also involves longer term project work such as overseeing the CPD audit and improving and growing membership processes.

We are looking for an enthusiastic and highly motivated individual with previous administrative experience who are keen to join our small and friendly staff team. Occasionally this role would be asked to support at evening committee meetings or on Saturdays.

If you think you may have the relevant skills and experience, we look forward to hearing from you.

Greg Ross-Sampson
Chief Executive

Working pattern: Monday-Wednesday, 9am-5pm

Salary: £28,000 – 30,000 FTE

Other benefits: 28 days holiday pro-rata, plus statutory holidays and an employer pension contribution.

Location: hybrid working, currently with one day a week in the office (Archway, London)

Application is by CV and a supporting statement (no longer than 2 pages) outlining how you meet the essential criteria. Apply ASAP as we will be interviewing shortlisted candidates once applications are received, and we may close the job advert early if the right candidate is found.

If you're not sure if you meet the requirements but have transferable skills that you think would make you successful in this role, please do apply. If you'd like to discuss the role further, please do get in touch with our Head of Operations, Laura Dunn.

Membership Officer

Key responsibilities and duties:

1. Administer membership applications in an accurate and timely manner, ensuring a smooth and swift process.
2. Oversee individual membership subscription and payments across a range of membership categories.
3. Manage, update and improve our CRM.
4. Manage the renewal of different membership categories, including supporting with renewal forms, sending out reminders, and updating lapsed memberships.
5. Working with colleagues, support the implementation, testing, deployment and maintenance of a range of databases and website solutions
6. Acting as a key point of contact for registrants and other membership groups, ensuring that their requests are actioned appropriately and that the database is maintained to the highest standard.
7. Act as first point of contact for the general public and assisting them with their queries.
8. Manage our annual CPD audit process.
9. Support BPC committees; organising meetings, distributing agendas and associated papers, taking minutes and liaising with colleagues.
10. Assist with the production of reports from the database to monitor the performance of the organisation.
11. Work with the Office and Events Manager and the Head of Operations to develop new membership categories to expand the organisation's reach.
12. Ensure the organisation has robust and clearly documented membership processes, identifying and communicating any issues and provide suggestions to resolve these.
13. Undertake general administrative duties and support/cover for colleagues as and when needed.

14. Undertake such other duties and responsibilities of an equivalent nature as from time to time may be required as agreed with the Office and Events Manager.

Person Specification

Essential

- One-year relevant experience in a relevant administrative role
- Ability to work flexibly in a small, close knit, multi tasking team; working with colleagues and on own initiative with minimal supervision
- Ability to manage a wide-ranging workload and prioritise conflicting priorities as well as tracking progress on tasks
- Experience of working with databases and CRMs
- Experience of using Microsoft Office packages, particularly Word, Excel, and Outlook and Office 365
- A sensitive, tactful and diplomatic approach to working with a wide range of people
- Some knowledge of confidentiality and data protection
- Willingness and flexibility to work some evenings, and occasional Saturday, to attend meetings or conferences (time off in lieu is given)
- Commitment to BPC's aims and objectives

Desirable

- Experience in working in a not-for-profit charity and / or membership body in a similar role
- Experience of using a similar CRM (CiviCRM)
- Experience with WordPress and basic editing of website
- Knowledge of psychoanalysis and/or psychodynamic psychotherapy