

ROLE DESCRIPTION

HEAD OF MEMBERSHIP SERVICES

Key responsibilities

Responsible to ACC Chief Executive Officer.

Staff Management

- Day to day line management of administrative hub team
- Ensure the efficient management of resources
- Prioritise tasks for staff to ensure deadlines and quality standards are met
- Ensure the development and training of staff to provide high standards of service to members and others and to meet all mandatory training requirements

Policy and Process Management

- Develop, maintain and monitor processes, systems and documentation relating to the following activities for all membership categories within ACC:
 - Joining and leaving membership
 - Updating of membership records
 - Practice breaks
 - Payment of fees
- Ensure policies and processes are in place to provide business continuity for the administrative hub
- Develop, maintain and monitor processes, systems and documentation relating to the following activities:
 - Booking processes for events
 - Publication and updating documents relating to membership on ACC website
 - Production and analysis of membership and administrative hub related management reports
- Document membership and supporting office processes and manage review cycles and change control processes
- Ensure the accuracy and integrity of membership records in ACC's IT systems

Delivery of Membership Services

- Provide support and advice to staff in dealing with:
 - membership enquiries and issues
 - enquiries from others relating to membership, events, publications, etc.
- Manage and enhance the quality of service delivered by the office hub when responding to enquires made by members of ACC and members of the public
- Develop and implement policies and processes for new membership streams
- Work to ensure that ACC services, to both the public and members are delivered in an inclusive way and accessible to all.
- Liaison with Registrar and Head of Professional Standards on processes relating to membership approval, accreditation, practice review, etc.
- Liaison with Registrar and Head of Professional Standards in relation to members enquiries concerning practice standards and ethical dilemmas

Management of Committees and Meetings

- Arrange, prepare membership and administrative hub related papers for meetings and committees

Person Specification

The successful candidate would be expected to have the following experience, skills, and personal attributes:

Requirement	Essential/ Desirable
Key competencies	
A general understanding of the professions of counselling / psychotherapy and other linked professions (pastoral care, coaching/ mentoring, spiritual direction, chaplaincy) and their role	Desirable
Experience of managing, developing and working with individual staff and small teams	Essential
Experience in building teams	Essential
Ability to effectively work remotely both personally and with a remote working team	Essential
Good relational and motivational skills	Essential
Ability to prioritise work and meet deadlines	Essential
Knowledge, ability, and proficient use of MS office applications	Essential
Ability to be attentive to the concerns of staff and to ensure their welfare	Essential
Problem solving skills	Essential
Good written and verbal communication skills across different audiences	Essential
Ability to work in a logical and systematic way and apply this to the design and management of policies and processes	Essential
Adaptable and flexible to changing circumstances	Essential
Ability to exercise good judgement and make good decisions	Essential
Ability to identify and manage risks and opportunities	Essential
Innovative and ability to improve working practices and process	Essential
Understanding of confidentiality and GDPR	Desirable
Understanding of membership organisations	Desirable
Previous experience of working with IT administrative systems	Desirable
Personal Attributes	
Christian Faith	Essential
Willingness to lead times of Christian prayer and reflection if requested	Desirable
Uphold the ethics, practice, and values of ACC	Essential
High level of self-motivation	Essential
Good level of self-awareness	Essential

Working Hours

22.5 hours (ideally worked across 4 or 5 days per week).

Salary and Benefits

- £20,865 per annum
- Pensions Scheme
- Annual Leave, 22 days per annum, including bank holidays.

Location

ACC staff work remotely; therefore, you will be required to provide assurance that your home environment is suitable for home working. ACC will provide a laptop and related equipment and can provide basic office furniture if needed for you to undertake this role.

ACC staff are based in the UK and as part of fulfilling the responsibilities of the role, there will be occasions when you are required to attend face-to-face meetings. Travel and accommodation expenses for essential meetings will be re-paid through expenses.