



ROLE DESCRIPTION

ACC HEAD OF MEMBERSHIP SERVICES

Key responsibilities

Responsible to ACC Chief Executive Officer.

Staff Management

- Day to day line management of office 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.

Policy and Process Management

- Develop, maintain, monitor and review all policies, documentation and systems relating to membership of ACC including:
 - Joining and leaving and communication processes for all membership categories
 - Registration, audit and accreditation processes for counselling membership
 - Publications, events and promotional campaigns processes
 - Website and database process
- Document membership and supporting office processes and manage review cycles and change control processes.

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 in relation to accessing counselling, ACC members, ACC membership and ACC events, etc.
- Responding to members requests for advice and guidance in relation to professional issues and be involved in professionally informed decision making on counselling practice and ethics
- Develop and implement polices 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.

Management of Committees and Meetings

- Arrange, prepare papers for, attend meetings and committees relating to membership of ACC and manage actions arising from these meetings – including but not limited to training and events, audit, and assessment.

Person Specification

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

Requirement	Essential/ Desirable
Key competencies	
Registered Counsellor (current or previous i.e. there is no requirement to be in current practice)	Essential
Accredited counsellor	Desirable
Experience working within teams	Essential
Experience of managing and developing staff	Desirable
Ability to prioritise work and meet deadlines	Essential
Knowledge, ability and proficient use of MS office applications including working with databases	Desirable
Ability to work effectively and remotely, with a team	Desirable
Good relational and motivational skills	Essential
Problem solving skills	Essential
Good written and verbal communication skills	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 processes	Essential
Personal Attributes	
Christian Faith	Essential
Uphold the ethics, practice and values of ACC	Essential
High level of self-motivation	Essential

Working Hours

30 hours (ideally worked across 5 days per week)

Salary and Benefits

- £23,500 per annum
- Pensions Scheme
- Annual Leave 29 days per annum, including bank holidays.

Location

ACC is moving to remote working for all it's staff. As such you will be required to work from home on a permanent basis. Therefore, you will be required to provide assurance that your home environment is suitable for home working. ACC can provide basic equipment for you to undertake this role.

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.

During the time of the COVID-19 pandemic every effort will be made to only hold face to face meetings in a Covid-Safe environment.