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|  | **Job description:** **Counselling Qualifications Professional** |
| **Reporting to:** | Centre and Qualifications Support Team Leader |
| **Responsible for:** | N/A |
| **Team:** | Centre and Qualifications Support Team |
| **External contacts:** | Centre staffTutorsExternal verifiersCandidates |
| **Purpose:** | To provide effective support to centres and tutors, ensuring they are enabled to deliver and assess high quality qualifications. To be accountable for the efficient running of CPCAB qualifications, including supporting delivery, assessment and quality assurance processes. To utilise knowledge of education and therapeutic work to inform and update CPCAB qualifications. |

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| **Responsibilities:** |
|  | * Provide both responsive and pro-active support to enable tutors and centres to flourish and grow in the delivery and assessment of high-quality training.
* Act as point of contact and support for a group of centres assigned to you, advocating for those centres and their needs internally.
* Identify and act upon opportunities to increase centre engagement through a focus on the full range of CPCAB products and services.
* Maintain accurate records of centre and tutor contact and escalate or refer centre issues where appropriate.
* Collect and report customer feedback to improve services and products.
* Strive to maintain high levels of customer satisfaction and loyalty.
* Work cross-departmentally to support the Quality Assurance (QA) operations of CPCAB qualifications, including:
	+ Utilising External Verification (EV) and Independent Verification (IV) report data to respond to centre needs, proactively address any areas for development and work to prevent or mitigate standards issues.
	+ Designing and delivering tutor standardisation activities.
	+ Conducting QA activities such as EV and IV activities where required.
	+ Providing specialist input to Qualification Standards and complaint panels.
* Support the design and development of tailormade qualifications and CPCAB endorsed CPD.
* Provide onboarding services to new centres.
* Process applications for centre/qualification approval, including the review of tutor CVs and course design.
* Conduct the annual review of CPCAB qualifications, recommending changes, and revising documentation.
* Answer enquiries, and provide effective support to centre staff, tutors and candidates via telephone, email, video call and in-person visits.
* Contribute to the development of qualification service processes, attending meetings when required.
* Undertake development project work as specified.
* Deliver CPCAB webinars, CPD events, and training sessions as required.
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| Contingency | Counselling Qualifications Professionals Centre and Qualifications Support Team Leader Qualification Service Manager |
| To meet the needs of the business this job description may be updated or amended, and the individual working in this role will be required to complete all reasonable duties as would be expected with this type of role, as directed by a manager.  |

**Person Specification**

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| **Criteria** | **Essential** | **Desirable**  |
| Educated to degree level 6 or equivalent | **P** |  |
| Experience of delivering CPCAB counselling programmes at minimum Level 4 | **P** |  |
| Ability to make professional judgements  | **P** |  |
| Experience as a counselling practitioner and supervisor | **P** |  |
| Experience as an assessor | **P** |  |
| Experience as a verifier/moderator |  | **P** |
| Evidence of relevant CPD/recent or current therapeutic practice | **P** |  |
| Ability to work autonomously | **P** |  |
| Self-motivated | **P** |  |
| Excellent verbal and written communication skills | **P** |  |
| Attention to detail | **P** |  |
| Understanding of education standards, principles of assessment and qualification structures | **P** |  |
| Understanding of current counselling landscape and regulatory bodies |  | **P** |
| Collaboration skills and working effectively in a team | **P** |  |
| Demonstrate exceptional standards of confidentiality and integrity | **P** |  |
| Flexible and approachable | **P** |  |

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| Your job description has been mapped to the [General Conditions of Recognition](https://www.gov.uk/guidance/ofqual-handbook) of CPCAB's regulators. Your line manager will discuss your responsibilities in relation to this section following your initial training.B6, B7, B8, C2, D1, D2, D3, D4, D5, D6, D7, D8, E1, E2, E3, E4, E5, E6, E7, E8, E9, E10, G1, G2, G3, G4, H1, H2, H3, H4, H5, I1, I2 |