



Basingstoke Counselling Service, a registered charity, was founded in 1985 by a small group of local therapists wanting to provide mental health support to the local community. Since then, the Service has flourished to become a busy, vibrant counselling and training centre, managed by a talented team of clinical and non-clinical staff, dedicated to improving the emotional wellbeing of our community.

We achieve this in two ways. Firstly, we offer one-to-one and couples counselling for adults, via a team of counsellors who provide a professional and affordable service. Our counsellors are supervised and practise within the BACP Ethical Framework for the Counselling Professions.

Secondly, we provide a range of training courses for those interested in supporting others with mental health difficulties. We have a long heritage of running highly regarded courses from one-day CPD workshops through to a three-year BACP Accredited Diploma in Psychodynamic Counselling.

Based in central Basingstoke (a stone's throw from War Memorial Park and the town centre shops and transport links), we have a suite of eleven rooms used for counselling, training and administration. All of these rooms have recently been refurbished to a high standard, making BCS a very pleasant and welcoming work environment.

This is an exciting time for the Service as we are experiencing a sustained period of growth. To ensure that we continue to deliver high quality services to all our users it is imperative that we recruit talented and committed individuals to complement the current team and help us continue to develop and grow the Service.

To minimise our impact on the environment and ensure efficient work practises, all of our systems are now digital.

We understand that discrimination and inequality exist in our society. As an organisation, we aim to treat everyone with dignity and respect, and therefore challenge ourselves regularly to ensure we achieve this. We do this by listening and responding to feedback and regularly reviewing our approach to equality, diversity and inclusion.

Counselling Operations Manager Job Description

Role title	Counselling Operations Manager
Reporting to	Clinical Services Manager
Employer	Basingstoke Counselling Service
Location	Goldings, London Road, Basingstoke, RG21 4AN (hybrid working possible)
Working Hours	15 hours per week, ideally including one evening (Tuesday to Thursday) until 9.15pm. The remaining hours can be worked flexibly (to be agreed in advance of starting the role).
Salary	£37,500 FTE per annum, (£15,000 pro rata) plus contributory pension scheme. BCS works to a 37.5 hour week.
Term of contract	Permanent
Holidays	25 working days pro rata per annum plus public holiday entitlement. In addition, Christmas closure entitlement will be applied after one full year's service.
Start date	January 2026
Closing date	9am, Monday 1 st December 2025
Interview dates	Weeks commencing 8 th and 15 th December 2025
To apply	Send a CV and covering letter to gemma.campbell@basingstokecounselling.org.uk
For an informal chat about the role	Please contact Julia Charlesworth or Louise Hewitson on 01256 843125, julia.charlesworth@basingstokecounselling.org.uk or louise.hewitson@basingstokecounselling.org.uk

Overview of the post

The Counselling Operations Manager supports the Clinical Services Manager in ensuring the effective and efficient operation of Basingstoke Counselling Service's counselling arm.

Working under the direction of the Clinical Services Manager, the postholder leads on the systems, processes, and governance that underpin the delivery of safe, ethical and high-quality counselling services. This includes responsibility for operational management, data reporting, compliance, and day-to-day coordination of the counselling arm of the Service.

The Clinical Services Manager and Counselling Operations Manager work closely together to maintain and develop the counselling arm of the service. While the Clinical Services Manager holds overall responsibility for clinical and strategic leadership, the Counselling Operations Manager manages operational delivery and drives development and innovation within this framework.

The postholder will need to be a clinically trained professional, ensuring that operational systems align with good clinical practice and ethical standards. The role includes line management of the Counselling Administrator and close collaboration with the Counselling Co-ordinator.

Key responsibilities

Operational Management

- Lead on the day-to-day running of the counselling arm of the service's administrative systems.
- Line manage the Counselling Administrator and ensure client intake and record-keeping processes are efficient, accurate and confidential.
- Lead recruitment and induction processes for placement counsellors (in collaboration with the Clinical Services Manager).
- Maintain and develop relationships with placement partners.
- Support recruitment and induction of Diploma trainees (in collaboration with the Diploma Course Manager).
- Support recruitment and induction of supervisors (in collaboration with the Clinical Services Manager).
- Manage operational systems for clinical governance, safeguarding, and quality assurance, ensuring continued robustness.
- Ensure that data management systems align with clinical governance and confidentiality standards.
- Liaise with the Clinical Services Manager to determine responsibility for complex counselling-related enquiries, ensuring they are managed appropriately within operational or clinical boundaries.
- Assist with the planning and delivery of internal CPD sessions.
- Manage ongoing development and maintenance of the CRM system, including updates and process improvements.

- Monitor client flow processes to ensure efficiency, fairness and alignment with clinical priorities.

Service Development and Strategy

- Lead the operational and developmental aspects of service improvement, working closely with the Clinical Services Manager to ensure changes align with clinical and organisational priorities.
- Monitor and evaluate outcomes to inform continuous development.
- Contribute proactively to strategic planning, innovation, and evaluation of the counselling service.
- Identify and implement opportunities to enhance efficiency, accessibility, and sustainability in service delivery.

Compliance and Governance

- Ensure compliance with GDPR, safeguarding, equality, and other statutory and regulatory requirements.
- Lead on internal audits, data management, clinical policy reviews and implementation.
- Support the Clinical Services Manager in ensuring the Service meets BACP standards.
- Be a member of the Ethics Committee for Diploma research projects.
- Maintain effective relationships with relevant professional bodies.

Finance and Resource Management

- Produce and monitor the counselling budget, working closely with the Clinical Services Manager and Finance team.
- Track income and expenditure related to counselling activity, identifying variances and recommending corrective action where needed.
- Work with the Counselling Administrator and Finance team to ensure accurate reconciliation and reporting.
- Contribute to forward planning and resource allocation within the counselling function.

Collaboration and Communication

- Work closely with the Clinical Services Manager to ensure operational priorities align with clinical needs and organisational goals.
- Collaborate with other members of the clinical team and training staff to maintain clear, consistent communication across the Service.
- Attend relevant meetings including those on planning and service improvement discussions.
- Provide operational cover for the Clinical Services Manager when required.

Counselling Operations Manager Person Specification

Training and Qualifications

Essential

- Professionally qualified counsellor or psychotherapist with a minimum of 350 clinical hours and at least one year's post-qualification counselling experience.
- Current membership with BACP, UKCP, or another recognised professional body.

Desirable

- Qualification or training in management, leadership, or service operations.
- CPD in compliance, governance, or data management relevant to counselling services.
- Current accreditation (or working towards accreditation) with BACP, UKCP, or another recognised professional body.

Knowledge and Experience

Essential

- Understanding of clinical governance, risk management, and ethical practice.
- Experience in operational or administrative management, ideally within a counselling, healthcare, or charity environment.
- Knowledge of GDPR, safeguarding, equality, and compliance requirements.
- Experience managing systems, data, and policies that support effective service delivery.
- Demonstrated understanding of psychodynamic counselling principles and frameworks.

Desirable

- Experience managing budgets and financial reporting.
- Understanding of quality assurance processes.
- Experience of supporting counsellor and trainee recruitment and induction processes.

Skills and Attributes**Essential**

- Strong organisational, IT and administrative skills with excellent attention to detail.
- Analytical and data-literate, able to interpret reports and use evidence to inform decisions.
- Excellent interpersonal and communication skills.
- Ability to translate operational needs into practical solutions.
- Ability to work collaboratively.
- Confident decision-making skills.
- Ability to manage competing priorities.

Desirable

- Familiarity with database management or CRM systems.

Values and Commitment**Essential**

- Commitment to the mission and values of Basingstoke Counselling Service.
 - Adherence to professional and ethical standards.
 - Respect for confidentiality and professional boundaries.
 - Commitment to equality, diversity, and inclusion.
 - Supportive and constructive approach to teamwork.
 - Reflective, self-aware and open to learning.
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