

Office Administrator Candidate information pack

Thank you for your interest in joining the British Acupuncture Council (BAcC). This information pack is designed to give you an overview of the BAcC's history, mission, vision, values and structure.



About the British Acupuncture Council (BAcC)

The BAcC is the leading self-regulatory body for the practice of traditional acupuncture in the UK. We are a member-led organisation with traditional acupuncturist members, governed by a Governing Board. The specialist staff team deliver membership services and support members to maintain professional standards. We provide our members with a wide range of services to facilitate their practice and we also act for the traditional acupuncture profession as a whole.

The BAcC was one of the first organisations to become a Professional Standards Authority (PSA) Accredited Register. The Accredited Register scheme is designed to recognise that an accredited organisation maintains high standards of training, safe practice and professional conduct where the operational sector is not covered by statutory regulation.

Our vision

BACc members being at the forefront of providing traditional acupuncture as an accepted and leading healthcare choice.

Our values

- Holism: We believe in holistic and personalised patient care.
- Safety: We believe in safe and responsible patient care.
- Integrity: We are committed to the highest professional and ethical standards in all our work.
- Evidence: We believe in evidence-based approaches founded in robust research.

Our mission

To promote members' professionalism, uphold learning and research, and celebrate diversity of practice.

- Promote members' excellent acupuncture skills and standards of safety.
- Uphold high standards of education and support members' research.
- Unify our members by celebrating the diversity of traditional acupuncture practice as well as valuing our common roots.



Our history

Prior to the genesis of the British Acupuncture Council in June 1995, there were five separate professional registers and member groups of the Council for Acupuncture (CFA 1980-95):

- Chung San Acupuncture Society, members having graduated from Lily Cheung's Chung San Acupuncture School
- British Acupuncture Association and Register, for graduates of the British College of Acupuncture
- Register of Traditional Chinese Medicine, an independent register not affiliated with any college
- International Register of Oriental Medicine (IROM), for graduates of the International College of Oriental Medicine
- Traditional Acupuncture Society, for graduates of the College of Traditional Acupuncture in Leamington Spa

It was unanimously agreed by the CFA members that one body should represent and govern professionally qualified traditional acupuncturists in all aspects of their work. Since its inception, the BAAC has sought to act as a voluntary self-regulator of its members.

A brief timeline

- 1989 British Acupuncture Accreditation Board (BAAB) established
- 1993 European Journal of Oriental Medicine (EJOM) publishes first issue
- 1995 British Acupuncture Council established
- 1999 World Health Organisation publishes Guidelines on Basic Training & Safety in Acupuncture
- 2000 House of Lords report on Complementary Medicine released
- 2011 Governing Board replaces BAAC Executive Committee
- 2013 BAAC achieves accreditation by Professional Standards Authority
- 2013 BAAC launches Acupuncture Awareness Week
- 2015 BAAC rebrand emphasising traditional acupuncture
- 2016 Welsh Public Health Bill recognises BAAC members
- 2019 Jennifer Norton appointed as Chief Executive
- 2020 Covid-19 secure guidelines produced in collaboration with RCHM
- 2021 New BAAC five-year strategy finalised and released

BAAC conference

The BAAC's British Conference of Acupuncture and Oriental Medicine is the largest UK acupuncture conference and has an established reputation – not just at home but globally – for bringing together the world's authorities on acupuncture, at the same time as facilitating a programme of workshops, discussion forums and interactive sessions.

Our structure

The chief executive officer leads the small team in Jeddo Road, West London W12 9HQ. Our team support our members through a range of services including professional development, mentoring, CPD, education standards, safe practice, professional conduct and membership services.

The chief executive officer reports to a Governing Board, made up of 5 practitioner members and 4 lay members, which in turn is ultimately accountable to the BAAC members.

Office Administrator

We are currently recruiting for a full-time Office Administrator to join our small team based in West London. This is a full-time role.

The Office Administrator will work closely with our Systems & Operations Manager and with other colleagues across the organisation in order to ensure that the office and all systems run smoothly and effectively, and that our members receive an excellent service.

We are looking for someone with proven administrative experience and excellent written and verbal communication skills including a pleasant telephone manner. This is an exciting opportunity to get involved in the range of processes that support a membership organisation and to support members working across different functions within a close-knit collaborative team.

The successful applicant will also have an interest in acupuncture and belief in it as a valid healthcare choice.

Recruitment timetable

Closing date: 14 February 2022 at 12 noon

Video interviews: 22 February 2022

Application process

Please submit your CV along with a supporting statement outlining how you meet the person specification to recruitment@acupuncture.org.uk by 14 February 2022 at 12 noon.

Office Administrator

Job description and person specification

Job title:	Officer Administrator
Reporting to:	Systems & Operations Manager
Contract:	Full-time (5 days per week), permanent
Salary:	£22,500 - £24,000 dependent on skills and experience

Purpose of the role:

The Office Administrator provides administration support to the British Acupuncture Council (BAAC), in particular supporting the Systems & Operations Manager with office communications, administration and general office support.

Main responsibilities:

- To act as the main point of contact for BAcC colleagues on any technical issues they may have with the telephones or IT. The office administrator is not responsible for resolving these problems, but they are responsible for liaising with the relevant companies to ensure such technical difficulties are settled quickly.
- To support the Systems & Operations Manager with administrative projects and ensuring a healthy and safe office environment.
- To manage and liaise with a range of suppliers, including holding in person meetings.
- To assist with the maintenance of the Policies and Procedures library and associated archives.
- To support colleagues across the team with administrative tasks when necessary.
- To provide support for various committee meetings.
- To liaise positively and professionally with colleagues and visitors.
- Occasional travel may be necessary to support the team at BAcC events.
- Any other duties commensurate with the accountabilities of the post.

Person specification

Experience and skills

- Proven administrative experience
- Excellent verbal and written communication skills in English, including an excellent telephone manner.
- Excellent organisational and administrative skills.
- Strong time-management skills, multi-tasking ability, flexibility
- Strong customer service skills and the ability to act as an ambassador for the BAcC.
- Proficiency in Microsoft Office including Teams, with an aptitude to learn new software and systems
- Solid interpersonal skills

Ability, knowledge and understanding

- The ability to remain amiable, professional and approachable at all times
- The ability to work as part of a team and willingness to assist wherever is necessary and to work effectively with colleagues in order to achieve a shared goal.
- Understanding of acupuncture and belief that it is a valid healthcare choice.

Appendix 1: Team structure

