Role profile

<table>
<thead>
<tr>
<th>Role title</th>
<th>Corporate development support officer</th>
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<tbody>
<tr>
<td>Department and directorate</td>
<td>Corporate &amp; member development directorate</td>
</tr>
<tr>
<td>Job family level</td>
<td>7</td>
</tr>
<tr>
<td>Reports to (job title and name)</td>
<td>Member development manager</td>
</tr>
<tr>
<td>Direct reports (job title and name)</td>
<td>None</td>
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Summary – purpose of the role

Describe as concisely as possible the overall purpose of the job and including the core duties/responsibilities required to be performed in the role (eg, to provide a full range of administrative support services to the department including x,y,z)

- Provide administrative support for the BMA member development activities and programmes.
- Be a point of contact and provide administrative support for the BMA’s member development offer for members, elected members and activists including organising meetings, managing registrations, training session room bookings, catering requirements, collating and dispatching materials and papers, developing draft minutes for review, recording and following up actions to completion to report back as required.
- Research into issues and drafting of written materials as required.
- Contribute to the development of guidance and other materials for all programmes.
- Contribute to the development of communications with members and stakeholders as required.
- Contribute to all areas of corporate and member development as and when needed (under the direction of line manager/head of function/director).
- Contribute to the development and delivery of the directorate’s business plan, performance indicators and risk management plan.
Skill (level and breadth of application)

What relevant experience is necessary to undertake this role? What specialist, technical or professional qualifications are required to be able to perform the job?

How far does the role extend out across the organisation, eg confined to own team, involves co-ordination with another department or requires regular negotiation with many other parts of the organisation. Why is this necessary? Describe the range of issues that are involved in this, eg resolving people’s IT problems, collecting information on key research items or advising members on a particular issue.

- Ability to grasp new concepts quickly
- Excellent administrative and organisational skills
- Ability to draft minutes, papers or briefings for review by line manager and/or head of function/director of Corporate Development
- Ability to provide support to ensure smooth running of meetings
- Ability to use event management and webinar software
- Ability to work flexibly, picking up new areas of work and responding to areas of need in a positive manner
- Good listening skills.
- Quick thinker – ability to respond decisively to issues on the day of training programmes/meetings (eg. IT failure, catering issues etc)
- Excellent organisation and multi-tasking abilities
- Open to receiving constructive feedback positively
- Ability to produce basic statistics and reports accurately and reliably
- Ability to maintain databases
- Eye for detail and thorough
- Understanding of the association’s dual roles as trade union and professional body
- Personal resilience – occasionally comes into contact with challenging members/stakeholders

Intellectual demands (complexity and challenge)

What sorts of problems, situations or issues are typically dealt with? Give any illustrative examples. How are the problems, situations or issues dealt with (eg undertaking original research and analysis or seeking specialist advice)?

To what extent are standard procedures and processes followed when undertaking typical tasks, and how is personal initiative used when solving problems? To what extent is creativity used in solving the problems (eg adopting different approaches, trying things that have not been done before within the organisation or improving/changing previous approaches).

- Ability to grasp new concepts quickly
- Ability to translate discussions within meetings into clear, concise briefs, for review by line manager
- Creativity in the development of materials to support the BMA member development activities and programmes
- Ability to keep projects on track by providing appropriate support to the Head of member development and inclusion and Member development manager.

Judgement (independence and level and impact limitations)

What are the typical decisions that are made in the job without reference to any higher authority? What informs/constrains the decisions (eg expenditure limits, have to follow clearly laid down procedures or working within broad objectives). What influence upon policy, procedures or resources is there (eg giving advice to others)?

Who (or what) is next to be affected by the decisions that are made – for example, supervisor sees them before they leave the team or the whole department sees and has to respond to the change that is made. Give typical example(s) of the consequences of the decisions (eg what impact does the decision-making have on the performance of the team/section/department/organisation)?
– Understanding of how and why the BMA member development activities and programmes are important
– Ability to horizon scan and identify any potential risks and highlight to line manager
– Responsible for undertaking analysis and draft papers to a high standard and within requisite timescales
– All work will be reviewed by line manager

Use of resources (supervision of resources and influence)

What responsibility is there for managing people, equipment, budgets, resources, customer’s welfare or confidential information? If this is a staff management role describe what is involved, eg staff reporting, staff development, appraisal, leading a department or the allocation of work.

How does the role fit within the organisation, eg support role, team member, team leader, specialist policy adviser, or leading major areas of core business?

– Direct contact with members, elected members and activists.
– Direct contact with external providers and trainers.
– No budgetary responsibility
– Post holder is responsible for managing their own workload to ensure all deadlines are met.

Communication (level, internal and external demands and significance)

What people are typically contacted (regardless of the medium) inside the Association, eg immediate colleagues, senior managers or administrators? Committee members are the only members classed as internal communication. Normal non-committee membership and doctors are external (see below)

Who is in regularly contact with the role holder outside of the Association, eg members who are not committee members, suppliers, members of the public? Approximately what percentage of the time is spent on external communications?

What is the purpose of these contacts, eg conveying information, gathering data?

– Contact with BMA staff across the association – working with colleagues in devolved nations, member relations, policy and communications and engagement. Purpose: to liaise on key issues and help to coordinate the member development activities and programmes
– Identify and develop external contacts with counterparts in stakeholder organisations
– Work with external learning providers where necessary

Physical demands & coordination (physical effort and mental strain)

Are there any unusual physical or mental demands of the role; for example, lifting heavy objects, standing for long periods, using VDUs extensively or high levels of concentration?

– Ability to maintain focus and concentration while working in an open plan office
### Working conditions and emotional demands

*What are the environmental conditions in which the work is conducted, the social and emotional demands faced by the role and the pressures resulting from these?*

- Personal resilience – able to withstand robust challenge from elected and other members and stakeholders.

### BMA competency level required

<table>
<thead>
<tr>
<th>Behavioural competency</th>
<th>Level</th>
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<tr>
<td>Personal responsibility – demonstrates a positive attitude and takes ownership and responsibility for work performance</td>
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<tr>
<td>Service focus – demonstrates an understanding of customer needs and has a service orientation</td>
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<tr>
<td>Gathering information – is driven to seek out information and carries out research to the level required to achieve objectives</td>
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<tr>
<td>Team working – works with colleagues cooperatively in own department and the wider organisation</td>
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<tr>
<td>Influencing others – persuades others to support a viewpoint and achieve their participation</td>
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<tr>
<td>Dealing with change – implements and adapts to new ideas and ways of working at individual, team and organisational level</td>
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<tr>
<td>Creativity and innovation – takes a creative approach to work, identifies new ways of doing things and develops ideas to benefit the association</td>
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<tr>
<td>Managing and developing people – sets goals and ensures others perform to their full potential and meet required standards</td>
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<tr>
<td>Leading people – communicates goals, engages and motivates others to achieve</td>
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### Sign-off

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<thead>
<tr>
<th>Manager:</th>
<th>Date:</th>
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<tbody>
<tr>
<td>Role holder:</td>
<td>Date:</td>
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