

Role profile

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| Role title | Projects Officer (Five Pillars support - Director's Office) |
| Department and directorate | Member Relations |
| Grade | 3 |
| Reports to (job title) | Director Member Relations |
| Direct reports (job titles) | None |

Job Overview– purpose of the role

Describe as concisely as possible the overall purpose of the job and what success looks like. Please limit this to a maximum of four or five sentences

Supporting and assisting the Director and Management team in the development and delivery of the Member Relations Five Pillars strategy and the Directorate's wider priorities.

The Projects Officer is a trusted source of counsel on policy and strategy for the Director and the Management Team, proactively supporting and managing key projects, communications and liaison with key stakeholders as appropriate.

Duties and Responsibilities

What are the core duties/responsibilities required to be performed in the role. (e.g., to provide a full range of administrative support services to the department including x,y,z)

Please provide a bullet point list

- Leading or acting as a coordinator on projects of strategic importance to the Five Pillars and wider strategy as agreed with the Director
- Supporting the Director and management team in developing, managing and implementing of the Five Pillars strategy across the Member Relations Directorate
- Supporting the Director and management team in monitoring and communicating progress against five pillars strategic objectives
- Driving the development of a coherent communication, training and development approach to Workplace Leaders, BMA Reps and MR staff which embeds the five pillars as a key culture within the Directorate
- Horizon scanning, future planning and providing challenge to the Director and management team on the most effective way to deliver the five pillars agenda for members in the workplace
- Representing the Director or Management team in internal and external meetings as agreed with the Director
- Anticipating issues of interest to the Management Team and ensuring they are fully briefed on relevant issues within the trade union and organising world and making recommendations in line with the BMA's policy and strategic priorities as appropriate
- Any other duties as reasonably directed

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.

- High level of expertise – or demonstrably transferable skills - in industrial relations, union activism, rep development and bargaining
- Excellent communication skills in a wide range of formats including speeches, presentations, meetings, and training events
- Expert understanding of trade unions and/or member led organisations and the political landscape in which they operate
- Excellent political judgement and a good understanding of current policy and anticipated developments in the public sector, preferably including the NHS
- Strong relationship building and stakeholder management skills, successfully managing relationships at a senior level with highly developed political skills
- Excellent analytical skills with the ability to make effective recommendations where complex and/or conflicting information may be given
- Excellent IT skills including the use of Microsoft Teams particularly PowerPoint

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).

- Self-starter with an ability to proactively co-ordinate and prioritise.
- Excellent interpersonal skills
- Ability to think strategically and develop innovative and workable solutions to a variety of complex problems, anticipating and resolving problems before they arise
- Communicate highly complex and/or contentious information concisely and clearly by providing briefings and technical analysis, ensuring the key messages are understood by a wide range of audiences
- Demonstrates a collaborative approach to decision-making and problem-solving, challenging and supporting colleagues in order to get the best outcome for the BMA
- Provides strategic input across all areas of responsibility to promote collaborative working and added value for members

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)?

- Ability to manage competing priorities while exercising sound judgment, maintain discretion and use initiative in the absence of set guidelines
- Able to act and make decisions autonomously on difficult subjects

Judgement (independence and level and impact limitations)

- Identify opportunities to develop and improve the Five Pillars strategy in support of the BMA's overall policy and campaigning priorities
- Ability to keep an overview of relationships between MR and other Committees, Departments and Directorates
- Ability to manage conflict constructively and troubleshoots problems
- Ability to build own effective working relationships with senior staff, chairs, committee members and local Reps

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?

- Works closely with and advises the Director and Management team.
- Leads on the prioritisation and implementation of key Five Pillars projects as agreed with the Director
- Provides strategic and tactical advice to senior staff and officers – Engagement with elected members.
- Establishes and maintains strategic relationships with key partners and stakeholders (individuals and organisations)
- Track the progress of key projects, provide updates and take further action as appropriate to ensure delivery.

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?

- Reports to Director
- Chief officers, BoP Officers, Regional and Local Reps and members
- Close working relationship with NNR, P&C and central secretariat
- Other trades unions and training or service providers
- Employers

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?

- Personal resilience and ability to respond positively when faced with setbacks
- Use of VDU and computer equipment

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?

- Fast-moving political and industrial environment internally and externally, requiring constant coordination and reprioritisation

Values and behaviours

The post-holder is expected to execute their role in line with our five organisational values.

The following examples illustrate how we are using our values to inform how we act:

We are **leaders** because:

- We strive to always improve
- We take responsibility for our actions
- We collaborate with each other and work as one BMA for the good of our members
- We are proactive and prepared to guide our members and each other

We are **experts** because:

- We understand our members
- We draw on our collective experience and knowledge to solve problems
- We use our insights and research to make decisions
- We provide accurate, credible, relevant and engaging information
- We recognise our strengths and act upon them

We are **committed** because:

- We listen to our members and put them at the heart of everything we do
- We are respectful, inclusive, open and honest with our members and each other
- We approach everything we do with confidence and sensitivity

We are **reliable** because:

- We deliver on what we say we will do
- We are accessible and approachable
- We build trust by being consistent and supportive
- We are positive and decisive whatever the situation

We are **challenging** because:

- We fight, ethically and fearlessly, for the interests of all our members
- We work as a brave, assertive and effective champion for high quality health services and the advancement of the profession

Sign-off

Manager:

Date:

Role holder:

Date: