

Role profile

Role title	Member Relations Administrator
Department and directorate	Specialist Member Relations, Member Relations
Job family level	Grade 8
Reports to (job title)	Administration Team Leader
Direct reports (job title)	N/A

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)

Role Purpose

To provide secretarial and administrative support to advisers, IROs and Regional Coordinators, and act as first point of contact to members and other stakeholders contacting the department.

Key accountabilities include

- 1 To receive and respond to enquiries from/to members using agreed business processes, judging when to pass to or involve others, to provide a courteous and effective service.
- 2 To prepare standard and non-standard documentation using a range of computer-based software packages
- 3 To arrange and/or support internal and external activities and events, (such as conferences, junior doctor meetings and seminars) collating and recording relevant information and documentation as requested.
- 4 To ensure that administration systems are kept up to date and suit the needs of the office. This includes WeEngage and Contacts Database updates and maintenance
- 5 To plan and prioritise own work activities and respond to managers/teams/departments requirements. Manages own time to ensure deadlines are achieved/exceeded.
- 6 To be responsible for office administration which may include supply ordering, diary management, absence monitoring and travel arrangements etc.
- 7 To prepare papers for local Committees and undertake Committee administrative support processes.
- 8 Any other activities as reasonably requested



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.

Experience of responding to routine and non-routine work/situations.

Good computer literacy and strong administrative skills through qualification or experience.

Working knowledge of relevant systems, equipment, processes and procedures.

Good written and oral communication skills.

Familiarity with the work of the administration team and of the BMA.

Appreciation of the standards set for the conduct and output of the role.

Specialist technical skills relevant to the post.

Good team working and relationship management skills are required.

Works as part of a team or on an individual basis, providing support to advisers covered by the administration team.

More experienced post holders may assist with the training and supervision of other administrative staff.

The position has no budgetary role.

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).

Post holder works within agreed systems and processes that exist across the administration team, key challenges/situations would include:

- Dealing with difficult/emotional doctors who are insistent upon speaking to an adviser/manager.
- Managing conflicting demands for work from different advisers which calls for effective organisational skills.

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)?

Judgement (independence and level and impact limitations)

The post holder has limited authority for decision making, although is expected to assess incoming work proactively.

Decisions taken will be of minor impact to department.

Will contribute ideas for improvement within own work area and developing best practice.

Will seek advice from administration team leader when unsure.

- The post holder will have effective planning and organisational skills and predominantly works without supervision.

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?

Post holder has no direct supervisory responsibilities but will be involved in the training and induction of new staff.

Whilst not directly accountable for a budget, does work to ensure that meeting costs are kept at reasonable level.

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?

The post holder should have well-developed interpersonal skills to facilitate telephone and reception contact with internal and external callers.

Member contact covers both committee and non-committee work.

The post holder will have direct contact with divisional secretaries and craft committee officers and members but with the focus on more routine work within clearly defined systems and policies.

Secretaries will provide support to freshers and other medical school events, as agreed with the administration team leaders, this may include attending events where they look to recruit and retain members.

The post holder will contact employers at Trusts to arrange meetings-e.g. junior doctor meetings, and other events, and will look to develop effective relationships in order to maximise attendance.

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?

Physical demands & coordination (physical effort and mental strain)

There will be normal physical demands typically associated with an office environment, including a home office, and there will be limited requirement to engage in lifting/carrying or other exertion.

There will be a requirement to use office technology and systems as provided or recommended by the BMA.

The role holder may be required to travel in order to carry out the role, in line with BMA policy. Attendance at meetings at a variety of locations (e.g. BMA House, hospitals & trusts) could be required.

There are internal health & safety policies and guidance to be followed and adhered to by the role holder. These policies apply both in the normal office environment (including home office) and when visiting other locations in the execution of duties.

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?

The job is typically conducted in a normal home office environment as required to carry out the role and is not considered to be exposed to hazardous conditions or extreme anti-social behaviour (which should be reported through the appropriate internal channels).

There may be times where the role holder is involved with a case that involves an emotionally charged situation, this can be raised through the appropriate internal channels to ensure support is given to the role holder as required.

Values and behaviours

The post-holder is expected to execute their role in line with our five organisational values. These are currently being translated into behavioural indicators that will form part of our new performance management process.

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