

Role profile

Role title	Administration Team Leader
Department and directorate	Specialist Member Relations, Member Relations
Grade	7
Reports to (job title)	Member Relations Administration Manager
Direct reports (job titles)	Member Relations Administrator

Job Overview– purpose of the role

Describe as concisely as possible the overall purpose of the job and what success looks like.

- To ensure the efficient supervision and co-ordination of the administration teams, acting as the focal point for information and work distribution.
- To provide administrative support to advisory staff.
- To act as first point of contact to members and other stakeholders contacting the administration teams and to undertake administrative responsibilities and administration co-ordination.

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)

- To ensure that administration systems are kept up to date and suit the needs of the Directorate, in particular, to ensure that unified systems across Member Relations are established and implemented. This includes WeEngage and contacts database.
- To manage a team of administrators, ensuring effective secretarial/administrative support for advisory teams. Management responsibilities would include workload co-ordination, induction, training, appraisal, and development of administrators.
- To act as local 'super-user' for IT systems, giving advice and support to team, contacting IM&T with issues, training and updating existing and new staff.
- To plan and prioritise own work activities including:
 - preparation of standard and non-standard documentation (using a range of computer based software packages),
 - arranging and/or supporting internal and external activities and events, (such as conferences, student activities and seminars) collating and recording relevant information and documentation as requested
 - diary management, travel arrangements, arranging meetings.
 - responding to managers/teams/departments requirements.
 - providing administrative support for local Committees and divisions.
- To act as key focal point for office procedures eg coding and authorising invoices
- To act as key focal point for HR processes eg returns of absence forms, ensuring compliance with the BMA Sickness Absence Management Policy and provide guidance to those based at home, etc.

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 and ability to manage the workload of self and others effectively.
- A high standard of computer literacy and strong administrative and organisational skills gained through qualification and/or experience.
- An in-depth knowledge of computer-based systems.
- Good written and oral communication skills.
- Good interpersonal skills
- Appreciation of the standards set for the conduct and output of the role.
- Role involves coordination of activity across England and contact with National Offices and National B of Ps and service departments (Finance, Estates, IM&T, HR). Other contact required with First Point of contact, external Stakeholders and members (individually re casework, events and collectively re committee work)
- The post holder should have well-developed interpersonal skills to facilitate telephone and face to face contact with members, staff and other stake holders.
- Good team-working and relationship management skills are required.
- Management of the team is undertaken in a remote setting as the advisory staff are home based.

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 regional centres; key challenges/situations would include:

- Managing unanticipated absence of staff
- Dealing with staff in conflict
- Supporting staff in difficulty
- Dealing with difficult/emotional doctors who are insistent upon speaking to an adviser/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)?

- The post holder will liaise regularly with the Administration Manager, however, does have a degree of authority for decision making, and is expected to assess incoming work pro-actively.
- Decisions taken will have an impact on the administration teams, especially regarding the work the administrators undertake or any change to admin systems.
- Will contribute ideas for improvement within own work area and within the administration teams as a whole

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?

- Leads the administration team, providing support to home workers, working as part of a team and on an individual basis.
- Will assist with the training and supervision of administration staff and co-ordinate the administrative work of the office to ensure continuity and a balanced workload.
- The position has no budgetary authority but carries responsibility other routine payments.
- Responsible for setting objectives, managing performance and conduction regular Progress check ins
- Recruits new administrators to the department, trains and supports as necessary.
- Will review staffing requirements and recommend adjustments as necessary to Administration Manager

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?

- Deals with staff and members at all levels to arrange meetings, events training etc
- Able to conduct meetings with health & safety officers, landlords and representatives of companies.
- 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.

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?

- Normal co-ordination or physical demands associated with an office environment.
- Limited requirement to engage in lifting/carrying/other exertion.
- Extensive use of VDU for prolonged period.

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.

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: