

## Role profile

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<b>Role title</b>	<b>Receptionist/ Administrator</b>
<b>Department and directorate</b>	<b>BMA Cymru Wales</b>
<b>Job family level</b>	<b>Grade 8</b>
<b>Reports to (job title and name)</b>	<b>Executive assistant and office manager</b>
<b>Direct reports (job title and name)</b>	<b>No direct reports</b>

### 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)*

#### RECEPTION

- To act as first point of contact for all members and non-members contacting BMA Cymru Wales by telephone/to Inbox. To identify individual member requirements and ensure referral to the appropriate department or First Point of Contact (FPC).
- To meet and greet visitors to BMA Cymru Wales, offer refreshments and guide visitors to meeting rooms. Keep the reception area tidy (making sure magazines are current, etc.).
- To undertake the archiving and retrieval of confidential case files for the RS team.
- To coordinate the weekly visitor parking rota, including liaison with all BMA staff to establish whereabouts in order to facilitate an efficient visitor/staff parking rota.
- To be responsible for monitoring the inbox Cardiff email account. Reassign new employment queries to the nominated Employment Advisor, immediately upon receipt. An acknowledgement email/letter is instantly sent to the member advising of the BMA's terms and conditions of membership.
- To be responsible for monitoring the info Cardiff and BMA Wales email accounts. Researching and responding to queries or referring to other departments within the BMA.
- Maintain an efficient daily postal communications service and, as required, courier service. To include receipt of incoming post and distribution to staff and franking outgoing mail. Responsible for managing the franking machine credit account and supplies.
- Import all incoming correspondence onto relevant CRM case file and notify EA of the correspondence.
- Sign for deliveries, receive and distribute as required.
- To be responsible for ordering catering for meetings, other than those required by the Policy & Committee Secretariat.
- To provide training and guidance to new admin staff on local office admin procedures including room booking process, switchboard answering service and how to direct calls to Member Relations and record those on We-engage
- To be familiar with BMA procedures, policies and guidelines.



## Summary – purpose of the role

- To keep office process procedures folder up to date on the F: drive e.g. reception manual, room booking process, check lists

## FACILITIES

- To be responsible for ordering stationery, kitchen supplies and other office items.
- Assist the Head of Operations in relation of Facilities Management:
- Liaise with suppliers e.g. stationery supplier and NeoPost to ensure smooth running of services and supplies (first point of contact for photocopier issues and ensure engineer called if required and follow through on service calls)
- Oversee office cleaners and ensure standards are maintained and raise any issues with Office manager
- Management of office maintenance and liaison with Parmer Cardiff (managing agents) in respect of office repairs to be undertaken, including internal office and common parts
- Update H&S information as required relating to the office – check fire doors
- Where required, devise and implement office procedures (in conjunction with the National director and Office manager) to ensure smooth running of the office in a professional manner
- Organise travel for team members as required e.g. train tickets, flights and accommodation.
- Liaise with the BMA IT helpdesk on any technical problems and also any equipment in the office that needs attention and take full responsibility
- To undertake any appropriate duties as delegated to maintain the effectiveness of the office, including cover during temporary absence
- Keep list of contractors up to date (i.e. contact details, agreement terms) and negotiate new terms when contract renewal dates expire with local suppliers for example confidential shredding and review with Office manager.

## EVENTS

- To organise functions for staff such as the Christmas Party and another functions when required.
- To proactively manage room booking process for meetings and manage the room booking diary.
- Ensure room booking process is regularly reviewed and updated and the process works effectively and be aware of planned visitors to the office
- Check meeting rooms each morning to ensure set up correctly for the day
- Ensure all refreshments are fully stocked e.g. coffee machines, sweeteners, sugars, squash etc
- Ensure adequate meeting room facilities e.g. crockery, glasses, cutlery etc so that all committee meetings can be held in the office
- Ensure all kitchen provisions are fully stocked and replenished as necessary
- Liaise with staff who have ordered lunches/dinners to ensure a smooth support process is in place including food deliveries, room preparation and room clearing

## OTHER DUTIES

- Undertake any other duties that may be required to assist all teams within BMA Cymru Wales

**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.*

- Good receptionist and organisational skills.
- Experience required in various IT software typically including: Microsoft Word, Excel, and PowerPoint. Previous exposure to either / both case management / CRM systems and Skype for business would be advantageous.
- Good written and oral communication skills.
- Excellent interpersonal skills required to facilitate telephone and face to face contact with members/non-members and staff. A high level of confidentiality and professionalism required at all times.
- Must be able to multi-task in a fast paced working environment. Demonstrates adaptability and flexibility in order to meet the varying demands of the role and manage member expectations of service delivery/excellence. A self-starter, capable of managing their own workload and assisting others.
- Experience and competency to work on own initiative and to manage and prioritise own workload effectively, incorporating effective time management skills to ensure competing interests are met.
- Well developed team working and relationship management skills to support all of the above activities and build sustainable working relationships with colleagues throughout the organisation and with external bodies for example, Local Health Board (Staff and Management) and external solicitors.
- The role impacts across the BMA, involving contact with membership department, pensions department, records and archives department, conference unit, public information department, FPC, web management team and IM&T department, finance department, council secretariat, BMA members and divisions and externally with Welsh Assembly Government staff, Local Health Boards and NHS Trust staff.
- Ability to build relationships with external stakeholders and negotiate terms

**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).*

- The support given to all staff within BMA Cymru Wales typically includes fielding all telephone calls and generic e-mails into the office, including achieving call waiting time targets.
- To respond to member queries and refer to appropriate department within BMA Cymru Wales. For both routine and non-routine queries this will include the research of information, assigning or effectively handing queries over to colleagues and always to provide a courteous and effective service.
- Members can be emotional, demanding and difficult when calling to speak to their respective case workers. These situations can be exacerbated when case workers are unavailable to speak with them. The post holder requires the ability to competently manage these situations by placating an angry/difficult caller and to ascertain their need for immediate referral to a more senior member of staff or deciding to take detailed information to pass on to their case worker and assuring the member of our continued attention to their cases.

**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 role involves responding to member-led contacts and prioritising of own workload, as well as being aware of their colleagues’ ever changing priorities to accommodate the more urgent tasks. It is important that the team work together and communicate effectively and ensure that specific work deadlines are adhered to and members’ needs are met in order to maintain the reputation of the BMA.
- Ability to use own initiative and proactively manage incoming queries including assessing the need for immediate referral to a more senior member of staff or deciding to take detailed information to pass on.
- Responds to individual member queries by telephone/e-mail and refers to appropriate department within FPC or BMA as a whole, ensuring member satisfaction.
- Works mainly independently but will seek advice from more senior staff where appropriate.
- Good working knowledge of the BMA in Wales required to answer queries from members, the general public, colleagues within the BMA. Also required to identify areas of cross departmental working within the BMA Cymru Wales office and also other BMA National Offices.

**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?*

- Responsibility for initial member requirements as first point of contact at BMA Cymru Wales and either resolve the query or take detailed information to ensure effective handover to an appropriate person who can address the key issue.
- Responsibility for the preparation of items for transportation of highly confidential case files to BMA House for archiving and packages to the BMA’s legal advisers.
- Responsibility for investigating new suppliers, e.g. caterers for in-house meetings such as committee meetings and liaising with committee team to undertake trials/taster events

**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?*

### Communication (level, internal and external demands and significance)

- First point of contact for all callers into the office, ensuring a positive experience for members and non-members thus promoting service excellence.
- Daily contact with BMA members, the public, and/or other stake holders.
- To respond to members of the public who require specific advice to non-BMA members/public i.e. how to make a complaint regarding their GP/Consultant, or how to obtain access to medical records and which organisation they need to contact if they are unhappy with the level of hospital care being received.
- Liaise with staff of BMA Cymru Wales office in order to establish workload priorities.
- Liaise on a regular basis, nationally with FPC (referring new member queries), Membership Department (updating member details and membership status), Public Information Department (referring non-member queries and researching information for response to non-member queries) and other areas of the BMA.
- Build relationships with external local suppliers and ensure best commercial rates

### 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?*

- Maintain concentration whilst dealing with multiple and competing demands.
- Normal co-ordination or physical demands associated with an office environment, limited requirement to engage in lifting/carrying/other exertion.

### 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?*

- Emotionally charged situations are a normal part of the role. Routine exposure to verbal abuse from upset and/or dissatisfied members.
- The job is usually conducted in a normal office environment and is not exposed to hazardous conditions or anti-social behaviour. The role contains minimal personal risk.

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

Sign-off	
Manager:	Date:
Role holder:	Date: