

Role profile

Role title	Employment Adviser (EA)
Department and directorate	Member Relations
Job family level	BMA Grade 6
Reports to (job title and name)	Head of Region
Direct reports (job title and name)	None

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 (e.g., to provide a full range of administrative support services to the department including x,y,z)

To support the work of the regional team in carrying out the ‘Five Pillar’s strategy with specific reference to advising and representing members, supporting and organising reps, campaigning and recruitment. This role will predominantly focus on providing comprehensive individual advice and representation to individual members.

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)

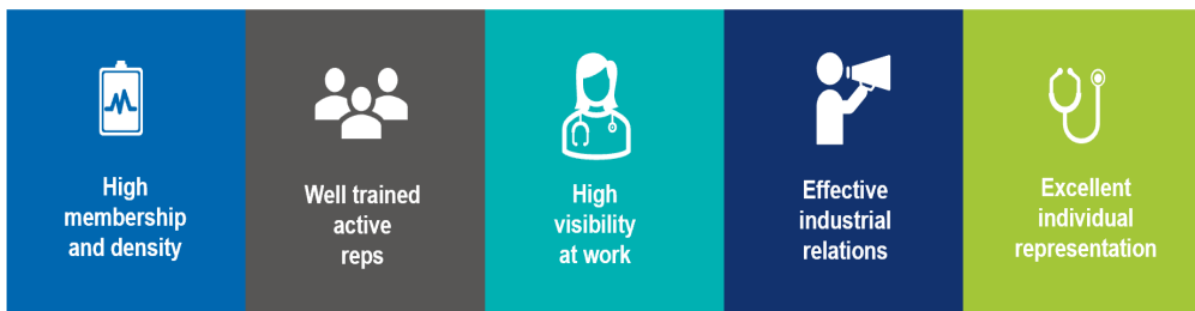
Please provide a bullet point list

Casework and individual representation

- To provide comprehensive employment law, employee relations advice and support to members in relation to complex case work and liaise with relevant internal and external departments as appropriate.
- The post holder will also represent members in the workplace at hearings/meetings.
- Provide advice, assistance and representation to members on employment and other work-related issues. Representation includes proceedings related to disciplinary (such as investigation meetings, low level disciplinaries) and grievance processes, including investigations, hearings and appeals where appropriate, as well as attendance at other meetings such as sickness absence reviews and return to work meetings. All cases will require the EA preparing for and presenting cases on behalf of members to management, cross examining witnesses and making final submissions as well as supporting the members through the process.
- Provide expert advice on often complex contractual documentation and Terms and Conditions of Service for employed doctors.
- Prepare and progress claims with employers by telephone, via remote platforms, in writing and by direct representation.
- Contribute to local patch discussions with IRO and other advisers and reps to improve information sharing and collaborative working across patch/es in order to identify and tackle patterns & collective issues.
- Whilst the role is one where development can be achieved by being exposed to increasingly complex casework, the expectation will be that post holder has sufficient skills and experience to take on complex case work on commencement in post, including cases which requires representation.

Recruiting & Organising Members

- Undertake recruitment and retention activities by representing the Association at meetings, facilitating and participating in seminars and other core programme/ recruitment activities and assisting with local communications as required.
- Attend and support other BMA events, campaigns and activities to promote, organise and raise the profile of the BMA.
- Support the relevant Membership Development Manager (MDM) regarding medical student recruitment.
- Maintain effective relationships with key personnel in Trusts.
- Contribute to training lay representatives as required.
- Provide support to BMA Regional Committees, attending meetings as required.
- Develop areas of specialist interest and work within agreed team to develop and update guidance as necessary.
- Support the Member Relations Directorate to achieve our five pillar priorities.



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.

- Graduate or equivalent qualification/ experience in areas covered by the role. Ideally from within a trade union or employment related (legal practice, HR or Medical Staffing).
- Up to date in-depth knowledge of employment legislation, industrial relations and human resource policy and procedures.
- Commitment to Trade Union values.
- Highly IT literate as work is carried out at home & remotely and requires both electronic research and recordkeeping
- Good working knowledge and understanding of the NHS structure and major NHS issues, together with an understanding of the role and function of the BMA.
- Requires sound and extensive analytical skills when dealing with case work and queries.
- Ability to prioritise and manage own work effectively with a high case load.
- Excellent planning and organisational skills required.
- Predominately works without direct supervision and has flexibility to work on own initiative dealing with telephone and other methods of making enquiries including first line industrial relations and human resource queries.
- It is essential that a comprehensive working knowledge of employment law/terms and conditions of service is maintained, taking into account frequently occurring changes, so that advice given to members is correct and appropriate at all times, recognising the complexity and broad range of issues that may be raised and able to recognise any issues, including discrimination that may not always be obvious to the member.

Skill (level and breadth of application)

- Have access to a car and ideally have a current full EC or EEA driving licence.

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).

Whilst the EA role is supported by a range of guidance and procedural documents he/she;

- Has freedom of action within the broad constraints of case handling under the supervision of the Head of Region/ IRO.
- Decisions taken and advice given have a high impact on members and credibility of the Association and therefore must be correct and reflect current employment legislation and working practices.
- Will seek guidance from the Head of Region on major decisions as may be necessary.
- Members can be emotional, demanding and difficult often with very complex issues. The EA has to work with the member to understand the issue, manage the emotion, their expectation and guide them through the internal procedural process in order to ensure their legal rights are protected.
- Complex, extensive and detailed information often needs to be analysed in order to ensure that the adviser has an accurate understanding of the issue to be addressed.

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)?

- Needs to be aware of budgets and to work within these when organising events and activities (e.g recruitment).
- Required to recognise and adhere to specific critical timescales as part of the representational/case handling process arising from Employment law requirements/local employer procedures.
- Has freedom of action within the broad constraints of case handling under the supervision of the Head of Region./ IRO or SEA.
- Decisions taken and advice given have a high impact on Members and credibility of the Association and therefore must be correct and reflect current employment legislation and working practices.
- Will seek guidance from the Head of Region on very major decisions.

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?

- Is responsible for supporting the induction of new advisers both within team and wider Member Relations group
- Active participation in induction, training and buddying of colleagues
- Key team member
- Participates in appraisal process and is subject to case review meetings with the Head of Region and/ or IRO
- Participates in local patch discussions with IRO and other advisers and reps to improve information sharing and collaborative working
- Maintain strict confidentiality of represented members, and BMA-sensitive information, at all times
- Whilst acknowledging that support is available to members via BMA Wellbeing (Doctors for Doctors and Counselling line), EA's should have an awareness of members' welfare issues, supporting and signposting them to other appropriate sources of help such as when there are financial problems or problems that are potentially employment or even career ending

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?

- Must develop and maintain good relationships with members (committee and individual), employers, Medical Schools, and other BMA staff and stakeholders.
- Majority of time spent on external communications with members. This is a key part of case work and recruitment/retention role.
- Requires well developed interpersonal skills and must be able to obtain case history from and build working relationships with members, who can be extremely distressed and occasionally mentally unwell, then manage expectations which may be unrealistic, to reach agreement on objectives

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?

- There will be normal physical demands typically associated with an 'at home' office environment 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 will be required to travel in order to carry out the role, in line with Member Relations & BMA policy. Attendance at meetings at a variety of locations (e.g. hospitals & trusts) will be required.
- There are internal health & safety policies and guidance to be followed and adhered to by the role holder and their direct reports (if line management is part of the role). These policies

apply both in the normal office environment and also 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 either in a home office environment or external location as required to carry out the role and is not considered to be exposed to hazardous conditions or extreme anti-social behavior (which should be reported through the appropriate internal channels).
 - There may be times where the post 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 post holder as required.
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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

March 2024