

Role profile

Role title	Member development support officer
Department and directorate	Member development and inclusion, People & corporate development directorate
Grade	8
Reports to (job title)	BMA library and archive lead
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

The support officer will work across the three areas of Member development and inclusion – Library and archive, Learning and development (members) and Equality, Diversity and Inclusion (staff and members).

The role will own regular administration task and work on specific projects as they arise.

The postholder will:

- provide administrative support for the BMA member development activities and programmes.
- contribute to the development and provision of user-focused and high-quality service of the BMA library to support the information needs of a wide range of audiences including BMA members and staff, external researchers and the general public.
- Work across the library and archive service on the delivery of high-quality services for members including resource access and answering enquiries.
- contribute to the development of guidance and other materials for all programmes.
- contribute to the development of communications with members and stakeholders as required.
- be expected to work across remits and cross-directorate.

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

- Acting as first point of contact by answering enquiries from members, staff, researchers and the general public.
- Have a working understanding of cataloguing and information retrieval in a comparable setting.
- Completion of team wide administration tasks.
- Supporting colleagues across the department in promotion and publicity activities.
- Assist with the resource access service, providing material to requesters wherever possible.

Duties and Responsibilities

- Working with the library team on activities related to running the library.
- Working with the EDI team on activities related to improving EDI for staff and members.
- Working with the L&D team on activities related to delivering the member learning and development offer.

General

Responsible for:

- Taking responsibility for continuing personal and professional development and keeping skills and knowledge up to date.
- Any other duties appropriate to the grade may be assigned by the post-holder's line manager from time to time.
- Contribute to the development and delivery of the directorate's business plan, performance indicators and risk management plan.

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 working in a customer focussed environment and demonstrable commitment to customer care.
- Excellent communication skills – oral and written.
- Excellent organisation and multi-tasking abilities, able to manage your own workload and prioritise.
- Experience of information retrieval.
- Ability to work flexibly, picking up new areas of work and responding to areas of need in a positive manner.
- Quick thinker – ability to respond decisively to issues in the moment (eg. IT failure, catering issues etc)
- Good skills within a Microsoft environment.
- Understanding of the association's dual roles as trade union and professional body
- Ability to maintain databases.
- Good attention to detail.
- Adaptable and ability to quickly learn new procedures and systems.
- Ability to build strong professional relationships with colleagues across the BMA and to liaise effectively with staff in other departments.
- Ability to draft minutes, papers or briefings for review by line manager and/or head of function/director of Corporate Development.
- Ability to provide support to ensure smooth running of meetings.
- Ability to use a variety of different software programmes including those for event management and webinars, and cataloguing and data management including corresponding apps.

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).

- Proactive approach; willing to embrace change with the ability to think innovatively and creatively and a willingness to offer new ideas and approaches.
- Responsible for own development, proactive in seeking and addressing feedback, able to work independently, self-initiate and prioritise tasks and work to deadlines.
- Able to learn quickly – seeks and assimilates new knowledge, willing to learn from mistakes and achieve results.
- Problems faced will be routine – will use own judgement to refer to manager.
- A flexible approach to duties in a changing environment.

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)?

- Undertake routine tasks within agreed procedures and policies.
- Able to assess complex user requirements to provide appropriate services with available resources.
- Seek guidance from manager or colleagues for help with specialist tasks and know when to refer an enquiry or request to another member of the team.
- Contribute professional insight from area of expertise to overall Library and archive service development.
- Apply appropriate standards of performance and service delivery to all area of practice.
- Most work will be reviewed by line manager or head of department.

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?

- Working as part of the wider team to support BMA members and staff.
- Assisting other members of the Member development and inclusion team as needs arise.
- Committed to setting and maintaining high standards of service delivery.
- No direct line management or budget management.

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?

- External communication with BMA members and internal communication with BMA colleagues in promotion of work.
- Excellent communication and interpersonal skills and ability to liaise with a wide range of colleagues, members and stakeholders at a variety of levels.
- Collaborative – team player, positive regard for other people; able to work within and across small groups and as part of a larger whole.
- Able to promote team values actively, including accepting and promoting agreed standards, encouraging and supporting other team members and supporting management in achieving agreed goals.
- Confident and enthusiastic, able to work and engage with differing communities.
- Direct contact with members, elected members and activists.

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?

- Ability to maintain focus and concentration while working in an open plan office.

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?

- Personal resilience – able to withstand robust challenge from elected and other members and stakeholders.

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: