Role profile

<table>
<thead>
<tr>
<th>Role title</th>
<th>Junior HR business partner</th>
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<tbody>
<tr>
<td>Department and directorate</td>
<td>Human Resources</td>
</tr>
<tr>
<td>Grade</td>
<td>All BMA Grade 6</td>
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<tr>
<td>Reports to (job title)</td>
<td>Head of Transformation &amp; HR Business Partnering</td>
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<tr>
<td>Direct reports (job titles)</td>
<td>N/A</td>
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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 purpose of this role is to support the HR transformation and business partnering team to provide specialist advice on all employment matters relating to all staff and the provision of a high quality, proactive and efficient HR service. The post-holder will be required to support organisational change and restructure processes, and give advice on HR generalist issues, including sickness absence, disciplinary, grievance, performance management and capability, etc.

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

- The post-holder will also be required to advise on the application of BMA HR policies and procedures and employment legislation, including participating in the development, review and implementation of policies and procedures.
- Work as a Junior HRBP on all areas of HR, as well as acting as a support to the ED&I Lead, to contribute to the generation of ideas for the ED&I working group and support on creation of an ED&I policy, to ensure inclusion and belonging is truly at the centre of the company’s employee experience.
- Provide HR advice on a range of HR related issues, to managers and staff, maintaining an empathetic and reassuring approach when dealing with particularly complex or sensitive information.
- To provide support, advice and guidance to all managers and staff on absence management, disciplinary, grievance, performance, and progress check-in (PCI), capability, and bullying and harassment cases, as appropriate, ensuring a consistent approach.
- To support the HR transformation and business partnering team in organisational change including restructures, TUPE redundancy, and staff consultation processes etc.
- Participate in project work related to the HR and performance management functions.
- To provide timely and up to date advice to line managers and staff on the interpretation of policies and procedures, local guidance, and employment legislation.
- To ensure that HR policies and procedures are adhered to at all times.
- To act as a point of reference and to provide advice for queries on terms and conditions of employment, annual leave, sick leave, maternity leave etc.
Duties and Responsibilities

- Regularly meet with directors and where appropriate other managers to discuss team and individual performance and use insights, both in terms of knowledge and metrics, to offer HR solutions and make recommendations for change.
- To hold and manage a caseload of Employee Relations (ER) cases.
- To liaise as appropriate with the Talent Acquisition, HR Operations teams, and Finance Business partners in relation to budgeted roles, staff vacancies and redeployment issues.
- Working in collaboration with the Learning and Development team to design and deliver tailored HR related training (e.g., sickness absence/ capability/ discipline / bullying and harassment).
- To develop and maintain effective relationships with local Trade Union representatives to foster good employee relations and partnership working.
- To attend departmental meetings any other meetings required.
- To work with the Head of transformation & Business partnering and HR business partners in developing and reviewing HR policies and procedures.
- To oversee the timely updating of casework information and submission of KPI information.
- Any other duties as required from time to time by the Head of Transformation and Business Partnering.

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.

- Educated to degree standard, or equivalent experience.
- Hold/working towards Associate Membership of the CIPD (Assoc CIPD) or equivalent experience.
- Experience of working as an HR generalist within a professional membership organisation, public and/or charity sector organisation.
- Significant and relevant experience working in HR including acting in an advisory capacity.
- Dealing with operational HR business partnering issues, advising managers, and working with trade union representatives.
- Working without direct supervision, and to work using own initiative, with conflicting priorities and under pressure.
- Knowledge of HR policies, procedures and employment legislation and equal opportunities issues.
- Working knowledge and regular use of computerised HR/payroll information system on daily basis.
- Good working knowledge of current employment legislation.
- Good communication and organisational skills – able to meet deadlines and organise complex activities.
- Have experience of dealing with situations which may require the application of tact and diplomacy and that demonstrate a customer focused, problem solving to solutions approach.
- Numerate and literate.
- IT literate (Microsoft Office).
- Genuine interest in pursuing a career in HR.
- Decisions making/ problem solving ability in order to respond to problems appropriately.
- Ability to forge and maintain good working relationships with stakeholders, including colleagues, in both senior and junior positions.
- Proactive, positive attitude to and ability to deal with change.
- Self-confident, enthusiastic, and self-motivating.
- In addition, a pragmatic and commercial approach will be required to drive real value.
- Demonstratble listening, communication, organisational and prioritisation skills, excellent attention to detail.
- Adaptability and flexibility and a 'can do' attitude.
Skill (level and breadth of application)

- Be a catalyst for change, using influence and judgement to drive business performance and results.
- Good data analysis and reporting skills.

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).

- Under the guidance of the Head of Transformation and HR Business Partnering participate in the provision of advice and support to managers in the management of individual cases relating to disciplinary issues, grievances, and complaints of harassment, ensuring that the agreed HR procedures are properly observed. This may include the interpretation of policies/legislation or the conveying of sensitive information.
- Under the guidance of the Head of Transformation and HR Business Partnering, participate in the provision of advice and support to managers in the management of individual sickness absence issues, collecting relevant information and liaising with Occupational Health as necessary.
- To ensure the application of HR policies and procedures in a fair, open, and transparent way, complying with the Equality Act 2010 and other relevant legislation.
- Ensure managers are equipped to manage informal issues with their staff effectively, providing best practice advice in order to minimise escalation to formal processes, where appropriate, and to protect the BMAs reputation.
- Monitor and analyse employee relations reports, ensuring managers adhere to timescales and BMA policies. Identify cases or areas of concern within the Directorate/Department/Function and escalate and advise on remedial action and lead on sensitive information.
- Drive consistency of approach across the BMA in attracting, managing, and developing talent to support current and future organisational needs.
- Work closely with all HR colleagues to ensure that tools and policies are aligned, enhance employee engagement, and ultimately improve performance.
- Coach and build the capability of managers to anticipate and pre-empt organisational issues.
- Participate in relevant projects, leading and championing as appropriate (local directorate or pan-BMA) the BMA’s reputation as a world class organisation and employer of choice.
- Be an ambassador for the HR function and represent the HR team internally and externally (as appropriate). Taking an active role in communicating the customer needs into the HR department and support the HR team in enhancing and improving our services, policies, and processes so that the HR team constantly improves and evolves into a critical service for our organisational leaders and colleagues.
- Foster a positive climate of employee relations within the Association to support the implementation of a partnership approach and to develop and maintain good working relationships with representatives of our Trade Union.
- Provide, monitor and analyse workforce information reports for directorates, highlighting areas for concern. Proactively work with managers to put plans in place to resolve areas of concern and/or manage risks, ensuring delivery of HR performance targets
- Sound IT skills (Microsoft Office, Word, Excel, PowerPoint), experience of manipulating HR Information Systems
- Undertaking research tasks to draft new policies in accordance with best practice and changing employment legislation and ability to interpret the information to write policies and procedures which are relevant to the BMA using the correct style and tone of language.
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?

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 has freedom to act on all aspects of the role, except in terms of employment decisions. Although decisions in relation to dismissal, tribunal/civil claims/costs would be discussed and agreed with the Head of HR Business Partnering (and occasionally internal/external legal advice may be sought), the post holder is responsible for collating the information and presenting the recommendations prior to acting.
- The role requires a significant amount of lateral thinking and consideration of complex and evolving employment legislation. Scope for creativity in the line of advice given and in level of discretionary decisions to be made outside of defined systems and policy guidelines. –
- The Junior HR BP relies on own knowledge of legislation and best practice, as well as practical experience, to advise on issues ranging from poor performance or conduct which may result in a disciplinary process being followed, to dealing with health matters or disputes where they may need to draw on the expertise of another member of the HR team (e.g., L&D/HR Operations /Payroll expertise) to intervene or mediate.
- Internal credibility will frequently be based on ability to instil confidence in others in terms of accuracy of guidance, business awareness, and pragmatism of approach.
- The impact of negligence or inaccurate /untimely advice has high financial and reputational risks in terms of employment tribunal action, and in terms of maintaining good employee relations within the Association

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?

- Responsible for the contribution of self to the achievement of directorate strategies and overall BMA strategic goals and directorate business plan
- Responsible for maintaining good employee relations practices across the BMA in conjunction with senior HR colleagues.
- Expertise in generalist HR matters especially employee relations. Ability to draw in colleagues for their expertise in reward, learning and development, finance, payroll as appropriate.
- Ability to handle sensitive personal information in accordance with the GDPR rules; this information will relate to personal data /health matters /performance issues and salary.

Communication (level, internal and external demands and significance)

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Communication (level, internal and external demands and significance)

- Outstanding interpersonal skills, demonstrating an ability to build relations and influence at a senior level and with external stakeholders.
- Good communication skills, ranging from informal 1:1 discussions, formal presentations, and written reports including data analysis covering both oral and written skills
- Good influencing, persuading and negotiating skills
- Facilitation skills and the ability to gain mutually acceptable outcomes
- To collaborate and liaise as appropriate, with HR Business Partnering team, HR Ops Team, BMA Payroll and Finance Business Partners, BMA HR Information Systems Team, BMA Leaders, and Managers, BMJ colleagues, best practice organisations, staff networks, and trade union representatives.

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.
- Ability to travel to other BMA offices in devolved nations, (Scotland, Wales and Belfast) where there is a requirement to attend meetings and events relevant to the role.

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 – Demonstrates good level of emotional intelligence, insight into own behaviour /working style and emotional resilience

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

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<th>Sign-off</th>
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<tbody>
<tr>
<td>Manager:</td>
<td>Date:</td>
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