

## Role profile

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<b>Role title</b>	<b>Policy advice and support officer</b>
<b>Department and directorate</b>	<b>National Negotiations and Representation – Member Support directorate</b>
<b>Job family level</b>	<b>6</b>
<b>Reports to (job title and name)</b>	<b>Head of Team / Manager</b>
<b>Direct reports (job title and name)</b>	<b>None</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)*

- Support line managers and senior policy advisers within the team, by undertaking research, analysis and draft written reports on policy issues specific to committee, as required
- Contribute to the development of guidance and other materials to support members to comply with policy, regulations, legislation etc, as required
- Produce drafts of committee updates
- Contribute to the development of committee newsletters or other communications with members  
Provide support to smooth running of committees within area of responsibility (including: arranging meetings, collating/despaching agenda and papers, attending meetings, developing draft minutes for review, recording and following up completion to report back to committee) as required
- 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.*

- Ability to grasp new policy concepts quickly to undertake research and analysis of policy issues
- Ability to draft minutes, policy reports and briefings for review by line manager and/or relevant committee lead
- Ability to provide support to ensure smooth running of committees
- 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 on the day of committee meetings (eg. IT failure, catering issues etc)
- Experience of providing project support
- Understanding of the association’s dual roles as trade union and professional body
- Personal resilience – occasionally comes into contact with challenging members

**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).*

- Ability to grasp new policy concepts quickly to undertake research and analysis of proposals, particularly in emerging areas of policy
- Ability to translate discussions within committees and on list servers into clear, concise reports, for review by relevant committee lead
- Creativity in the development of materials to support members comply with policy, legislation, regulation, standards etc within the postholder’s portfolio
- Ability to keep projects on track by providing appropriate support to project managers (usually policy advisors)

**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)?*

**Judgement (independence and level and impact limitations)**

- Responsible for the smooth running of the administration of committee meetings
- Responsible for undertaking research, analysis and drafts reports to a high standard and within requisite timescales
- The majority of work will be reviewed by line manager and/or committee lead.

**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?*

- Some direct contact with members and regular contact with elected members

**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?*

- Contact with committees and committee chairs, staff in devolved nations, member relations and communications and engagement. Purpose: to liaise on key issues – particularly to ‘chase’ necessary documents, advice etc to keep projects on track; draft documents may be reviewed by colleagues in other departments/directorates
- Develop external contacts with counterparts in stakeholder organisations.

**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.
- Flexibility – able to adapt to new ways of working, move into new areas of responsibility and ‘help out’ across the directorate as required, in a constructive manner

## BMA competency level required

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

## Sign-off

Manager:	Date:
Role holder:	Date: