# Role profile

| Role title | Administrator |
|---|---|
| Department and directorate | BMA Scotland |
| Grade | 8 |
| Reports to (job title) | Pamela Bell |
| Direct reports (job titles) | 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 (eg, to provide a full range of administrative support services to the department including x,y,z)*

**Secretarial support**

- To provide high standard of secretarial and administrative support service to the National Director (Scotland) and Head of operations Scotland.

- To deal with member enquiries according to agreed protocols, judging when to pass to or involve others, and providing a courteous and effective service.

- To provide efficient and timely press cutting and parliamentary briefing services to the Scottish public affairs team.

- To ensure that administration systems (including archiving and maintaining files) are kept up to date and suit the needs of the office. This includes using a range of computer-based software packages, including Microsoft Word, CRM, Excel, Outlook and maintaining our Lotus Notes-based databases.

- To undertake routine financial administration with a high degree of accuracy, including invoicing our customers, coding invoices received appropriately, raising cheques and ensuring tight payment deadlines are met, and managing the petty cash.

- To be responsible for office administration which may include supply ordering, travel arrangements etc, and other administrative duties as required.

- To monitor the generic BMA Scotland email account researching and responding to queries or referring onto other departments within the BMA.

- Maintain effective postal service both for incoming and outgoing mail, receiving and ordering courier deliveries and distributing as necessary.

- Coordinate telephone conferences, video conference arrangements and catering in liaison with internal and external customers.

**Committee support**

**BMA**

| Summary – purpose of the role |
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- To provide full administrative support for the committee secretariat, including the preparation of papers for committees, maintenance of databases and updating the BMA website as required

- To provide appropriate administrative support to the Scottish divisions.

**Member Services Support**

- To provide administrative support for Member Services Scotland, including a high standard of secretarial support for the Assistant Secretaries.

- Diary management for the MSS team taking into account logistically coordinated meetings and within timescales.

- To use own judgement to send out holding letters or make telephone calls to members to ensure all members are responded to and dealt with in an appropriate and timely fashion.

- Create an excellent working relationship with HB staff and PAs of MDs to support the advisers.

- Support the online referral of files/correspondence to Gateleys and preparation of bundles to be sent to solicitors in communication with MSS.

- Support MSS staff when they are out of the office by using own judgement to respond to incoming queries from members about their cases or referring to another colleague.

**Member Engagement**

- Assist in the coordination of various events regarding meeting dates, rooms bookings, catering etc.

- Support engagement staff when they are out of the office by using own judgement to respond to incoming queries from delegates about courses and meetings or refer to another colleague.

- Collate packs / badges for events.

- Attend various events to assist the engagement advisors.

- Responsible for preparation of power BI reports on social media and ME events performance.

- To provide administrative support member engagement events, including (but not limited to) those directly arranged by Member Engagement Co-ordinators and "national" events including training events and seminars, dinners and conferences.

- To work as flexibly and as required to support membership recruitment, engagement and services to members and in all respects to be a role model within the BMA. This can require occasional working outside core office hours and at weekends.

**Facilities support**

- To work with the facilities team in providing an excellent level of service to both internal and external customers using the national office meeting room facilities.

- Booking rooms through the Outlook room booking calendar, taking as much information as possible and follow up with an e.mail to the client, containing booking form and Ts and Cs and confirming booking.

- Being the first point of contact for welcoming clients, showing them to the room and dealing with any requests first hand.

- Setting up the appropriate Audio Visual requirements for meetings and gaining the knowledge to trouble shoot when necessary.

- Under the direction of the Office Manager, market and promote the meeting/conference facilities in the Edinburgh office and normally be the first point of contact to welcome the client to the building and ensure smooth running of the event

## BMA

### Summary – purpose of the role

**Membership services support**

- To arrange and/or support internal and external activities and events, (such as recruitment events, conferences and seminars) collating and recording relevant information and documentation as requested. This includes representing the BMA at events as required, selling the benefits of BMA membership to non-members.

- Assist in the coordination of various recruitment activities regarding meeting dates, rooms bookings.

  To undertake any appropriate duties, as delegated, to maintain the effectiveness of the wider BMA team.

### 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.*

- Excellent customer service and relationship management skills to ensure a high level of service is provided to colleagues/managers, BMA members and external customers.

- Good computer literacy and strong administrative skills through qualification or experience. Typically including Microsoft packages.

- Experience in a similar administrative role, including audio typing, archiving, copy typing, database use, etc.

- Strong 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.

- Knowledge of BMA, the benefits of membership, and the role of the national office.

- Able to respond to routine and non-routine requests from immediate colleagues, members and external customers.

- Able to work well as part of a team, including as part of a small office based secretarial team and also part of a wider team including home based advisers.

- Must be able to multi-task in a fast paced working environment. Demonstrate adaptability and flexibility in order to meet the varying demands of the role and manage member expectations of service delivery and excellence.

- More experienced post-holders may assist with training and supporting other administrative staff.
- An eye for detail and ability to work to a consistently high level of accuracy
- 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.

## 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).*

- Works as part of a team or on an individual basis, providing support to colleagues or managers within the office, dealing with routine and non-routine administration work in accordance with protocol where appropriate.
- Able to balance the competing demands of members, colleagues and external customers in providing a quality service to all.
- Uses knowledge of the BMA and departmental work to respond to ad hoc questions from members and other customers.
- Diplomatic approach in balancing expectations of members whilst allocating work to busy advisers.
- Deals sympathetically and effectively with difficult/emotional members who are insistent on speaking to an adviser.
- Cancellations and rearrangement of meetings at short notice requires the post holder to react quickly and adapt workload accordingly and efficiently.
- Contributes ideas for improvement within own work area.

## 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)?*

- This role involves constantly changing work parameters and prioritising of workload
- Works predominantly without direct supervision, planning and organising own workload in accordance with normal office protocols. Has the ability and flexibility to work on own initiative within specific broad project guidelines.
- Has limited authority for decision making, and is expected to assess incoming work pro-actively. Will seek guidance from line manager or other relevant colleagues where new or non-standard queries arise or advice is required.
- Filters incoming calls and if unable to deal with the caller personally, obtains sufficient information to allow others to make decisions about appropriate action. Decisions taken will be of minor impact to department
- Manages own time-management to ensure deadlines are met or exceeded.
- Actively seeks areas for improvement

## 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?*

- Key point of contact for internal and external customers and all those visiting the national office.
- Works as part of a team or on an individual basis, providing administrative support to colleagues / managers.
- Manages sensitive and often confidential member information appropriately.

No budgetary management but is required to undertake routine financial administration with a high degree of accuracy.

## 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?*

- Daily contact with team colleagues to progress administrative work, clarify requirements and provide information.
- Daily contact with regional services, FPC, secretariat and other colleagues to progress work or to seek advice on work matters.
- Regular direct contact with members on behalf of member services colleagues regarding ongoing cases.
- Regular direct contact with members and potential members in support of member recruitment.
- Regular direct contact with external customers and potential customers regarding room hire.
- Direct contact with members, national committee, LNC or divisional office bearers to seek or to provide information requested.
- Direct contact with external organisations eg NHS employers, Scottish Government or Royal Colleges to arrange meetings on behalf of the National Director, Deputy Scottish Secretary or Assistant Secretaries.
- Occasional contact with colleagues across the Association to seek information or clarification on a matter.

## 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?*

Normal co-ordination and physical demands associated with an office environment at the BMA are expected. The majority of the work will be in the department office and using standard BMA office and IT equipment. There will be some requirement to engage in lifting/carrying/other exertion, eg moving the VC kit around the building or carrying recruitment materials to/from events.

## 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?*

**Working conditions and emotional demands)**

The job is conducted in the normal BMA office environment. While the role contains minimal personal risk, there is a potential for the post holder to receive verbal and written abuse as members look to secure a response from advisers

**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: |