

Role profile

Role title	Social Responsibility Support Officer
Department and directorate	People and Corporate Development Directorate
Grade	7
Reports to (job title)	Social Responsibility and Member Support Manager
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***

- Provide support to all day-to-day aspects of the BMA's social responsibility and member support activities to ensure that the annual programme of work is implemented and delivered.

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

- Provide support to ensure smooth running and administration of the BMA social responsibility and member support activities -including: arranging meetings, collating/despaching agenda and papers, attending meetings, developing draft minutes for review, recording and following up actions to complete and to report back as required
- Drafting of written papers as required
- Support the delivery of BMA-run awards and grants
- Contribute to the development of communications with members and stakeholders as required
- Provide administrative support for BMA wellbeing and member support services. This role will include the handling of sensitive and confidential information
- Contribute to all areas of people & corporate development as and when needed (under the direction of line manager/head of team/director)
- Contribute to the development and delivery of the directorate's business plan, performance indicators and risk management plan
- Any other duties as reasonably directed

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 concepts quickly
- Excellent administrative and organisational skills
- Ability to draft minutes, papers or briefings for review by line manager, head of team and/or director
- Ability to provide support to ensure smooth running of meetings
- Ability to work flexibly, picking up new areas of work and responding to areas of need in a positive manner
- Good listening skills. The ability to handle calls from doctors in distress and facilitate access to appropriate support
- Open to receiving constructive feedback positively
- Ability to produce basic statistics and reports accurately and reliably
- Ability to maintain databases
- Eye for detail and thorough
- Understanding of the Association's dual roles as trade union and professional body
- Personal resilience – occasionally comes into contact with challenging members/stakeholders

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 in seeking and addressing feedback
- Ability to grasp new concepts quickly
- Creativity in the development of materials to support all people & corporate development remits
- Problems faced will be routine – using own judgement to know what to refer upwards to managers
- Quick thinker – ability to respond decisively to any unplanned issues which may come up during meetings/events (eg. IT failure, catering issues etc)
- Ability to translate discussions within board meetings into clear, concise briefs, for review by line manager
- Ability to keep projects on track by providing appropriate support to line manager/head of team/director of people & corporate development

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)?

- Ability to horizon scan and identify any potential risks and highlight to line manager
- Responsible for undertaking analysis and draft papers to a high standard and within requisite timescales

Judgement (independence and level and impact limitations)

- Awareness of the sensitivities involved in some of the remits of people & corporate development and able to keep information confidential
- The majority of work will be reviewed by line manager/head of team and/or director of people and corporate development

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?

- Direct contact with members
- No budgetary responsibility
- Post holder is responsible for managing their own workload to ensure all deadlines are met

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 BMA and BMJ staff across the association – working closely with colleagues in devolved nations, member relations, communications and policy. Purpose: to liaise on key issues and help to co-ordinate BMA charitable network activities
- Identify and 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.

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: