

## Role profile

<b>Role title</b>	<b>Office Administrator</b>
<b>Department and directorate</b>	<b>BMA Cymru Wales</b>
<b>Grade</b>	<b>Grade 8</b>
<b>Reports to (job title)</b>	<b>Executive assistant and office manager</b>
<b>Direct reports (job titles)</b>	<b>No direct reports</b>

### *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***

Providing administrative support to the BMA Cymru Wales team. As the first point of contact to members and visitors you will provide a first-class reception service. Be a proactive member of the team, actively seeking where admin support can be provided.

### *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**

#### RECEPTION AND ADMINISTRATIVE DUTIES

- To act as first point of contact for all members, non-members and stakeholders contacting BMA Cymru Wales by telephone/email. To identify individual member requirements and ensure referral to the appropriate department or First Point of Contact (FPC).
- To meet and greet visitors to BMA Cymru Wales, offer refreshments and guide visitors to meeting rooms. Keep the reception area tidy (making sure magazines are current, etc.).
- To coordinate the weekly visitor parking rota, including liaison with all BMA staff to establish whereabouts to facilitate an efficient visitor/staff parking rota.
- Maintain an efficient daily postal communications service and courier service. Responsible for managing the franking machine credit account and supplies. Sign for deliveries, receive and distribute as required. When necessary, import all incoming correspondence onto relevant CRM case file and notify Employment Advisers of the correspondence.
- To keep office manual up to date.
- To be a primary contact for members with a case managed by the MR team, assist with arranging meetings with external stakeholders.
- To be responsible for monitoring the BMA Wales CRM inbox. Reassign new employment queries to the nominated Employment Advisor, immediately upon receipt. An acknowledgement email instantly sent to the member confirming details of advisor. To undertake the archiving and retrieval of confidential case files.
- Support management team with preparation of expenses for submission.
- Provide IT support for meetings in the office or hybrid.
- Physical presence required in the office on business days.
- To undertake any appropriate duties as delegated to maintain the effective functioning and running of the office, including cover during temporary absence.

## Duties and Responsibilities

### FACILITIES

- To be responsible for ordering stationery, kitchen supplies and other office items.
- Day to day management of office maintenance and liaison with Parmer Cardiff (managing agents) in respect of office repairs to be undertaken, including internal office and common parts.
- Oversee office cleaners and ensure standards are maintained, raising any issues with Office manager.
- Liaise with suppliers e.g. stationery supplier and NeoPost to ensure smooth running of services and supplies (first point of contact for photocopier issues and ensure engineer called if required and follow through on service calls)
- Update H&S information as required relating to the office – check fire doors
- Organise travel for team members as required e.g. train tickets, flights and accommodation.
- Keep list of contractors up to date (i.e. contact details)

### EVENTS AND MEETINGS

- Assist Member engagement coordinator with recruitment events, ordering and posting materials to sites and activists.
- Support Policy and committee services team in wider administrative support for committee meetings, including catering and facilities, support external meetings, and event organisation. Events include; Roadshows, LMC conference, Committee conferences, etc.
- To liaise with external stakeholders (Welsh government, NHS Wales Employers, HEIW etc.) to arrange meetings.
- To organise functions for staff such as the Christmas Party and other functions when required.
- To arrange the individual team meetings for Member relations, Policy and committee services and Media and public affairs; including agenda, taking a note and action list.
- To proactively manage room booking process for meetings including the room booking diary. Ensure room booking process is regularly reviewed, the process works effectively. Be aware of planned visitors to the office.
- Check meeting rooms each morning to ensure set up correctly for the day

### OTHER DUTIES

- Undertake any other duties that may be required to assist all teams within BMA Cymru Wales

## 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.*

- Good receptionist, administrative and organisational skills.
- Experience in diary and inbox management.
- Experience in taking and preparing meeting notes and actions.
- Experience in event organising would be advantageous.
- Experience required in various IT software typically including: Microsoft Teams, Word, Excel, and PowerPoint.
- Previous exposure to case management / CRM systems would be advantageous. Working knowledge of video conferencing kit would be advantageous.
- Good 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.

### Skill (level and breadth of application)

- Must be able to multi-task in a fast paced working environment. Demonstrates adaptability and flexibility to meet the varying demands of the role and manage member expectations of service delivery/excellence. A self-starter, capable of managing their own workload and assisting others.
- 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.
- Well developed team working and relationship management skills to support all of the above activities and build sustainable working relationships with colleagues throughout the organisation and with external bodies for example, Local Health Board (Staff and Management) and external solicitors.
- The role impacts across the BMA, involving contact with membership department, pensions department, records and archives department, conference unit, public information department, FPC, web management team and IM&T department, finance department, council secretariat, BMA members and divisions and externally with Welsh Assembly Government staff, Local Health Boards and NHS Trust staff.
- Ability to build relationships with external 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).*

- The support given to all staff within BMA Cymru Wales typically includes fielding all telephone calls and generic e-mails into the office.
- To respond to member queries and refer to appropriate department within BMA Cymru Wales. For both routine and non-routine queries this will include the research of information, assigning or effectively handing queries over to colleagues and always to provide a courteous and effective service.
- Members can be emotional, demanding and difficult when calling to speak to their respective case workers. These situations can be exacerbated when case workers are unavailable to speak with them. The post holder requires the ability to competently manage these situations by placating an angry/difficult caller and to ascertain their need for immediate referral to a more senior member of staff or deciding to take detailed information to pass on to their case worker and assuring the member of our continued attention to their cases.
- Able to balance the competing demands of members, colleagues and external customers in providing a quality service to all.
- 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)?*

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

- The role involves responding to member-led contacts and prioritising of own workload, as well as being aware of their colleagues' ever changing priorities to accommodate the more urgent tasks. It is important that the team work together and communicate effectively and ensure that specific work deadlines are adhered to and members' needs are met in order to maintain the reputation of the BMA.
- Ability to use own initiative and proactively manage incoming queries including assessing the need for immediate referral to a more senior member of staff or deciding to take detailed information to pass on.
- Responds to individual member queries by telephone/e-mail and refers to appropriate department within FPC or BMA as a whole, ensuring member satisfaction.
- Works mainly independently but will seek advice from more senior staff where appropriate.
- Good working knowledge of the BMA in Wales required to answer queries from members, the general public, colleagues within the BMA. Also required to identify areas of cross departmental working within the BMA Cymru Wales office and also other BMA National Offices.
- Manages own time to ensure deadlines are met.

### 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?*

- Responsibility for initial member requirements as first point of contact at BMA Cymru Wales and either resolve the query or take detailed information to ensure effective handover to an appropriate person who can address the key issue.
- Manages sensitive and often confidential member information appropriately.
- Responsibility for the preparation of items for transportation of highly confidential case files to BMA House for archiving and packages to the BMA's legal advisers.
- Responsibility for investigating new suppliers, e.g. caterers for in-house meetings such as committee meetings and liaising with committee team to undertake trials/taster events.

### 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. Liaise with staff of BMA Cymru Wales office in order to establish workload priorities.
- First point of contact for all callers into the office, ensuring a positive experience for members and non-members, thus promoting service excellence.
- Daily contact with BMA members, the public, and/or other stake holders.
- To respond to members of the public who require specific advice to non-BMA members/public i.e. how to make a complaint regarding their GP/Consultant, or how to obtain access to medical records and which organisation they need to contact if they are unhappy with the level of hospital care being received.
- Liaise on a regular basis, nationally with FPC (referring new member queries), Membership Department (updating member details and membership status) and other areas of the BMA.
- Build relationships with external local suppliers and ensure best commercial rates

### 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?*

- Maintain concentration whilst dealing with multiple and competing demands.
- Normal co-ordination or physical demands associated with an office environment, limited requirement to engage in lifting/carrying/other exertion.

### 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?*

- Emotionally charged situations are a normal part of the role. Routine exposure to verbal abuse from upset and/or dissatisfied members.
- The job is usually conducted in a normal office environment and is not exposed to hazardous conditions or anti-social behaviour. The role contains minimal personal risk.

### Values and behaviours

The post-holder is expected to execute their role in line with our four organisational values.

The following examples illustrate how we are using our values to inform how we act:

#### **We Campaign, Organise and Represent**

- We win positive changes at work and in wider society
- We are the trusted collective voice of our profession, seeking progress for doctors, medical students, our patients and populations

#### **We are accountable and member-led**

- Our representatives and staff work in partnership for and on behalf of our members
- We are open and democratic

#### **We are expert and trusted**

- We grow professional communities of practice to provide credible information, guidance and support
- We use our influence to champion advancement, innovation and professional development for the benefit of health and society

#### **We find strength in unity and celebrate our diversity**

- We seek to be fair and just, and foster respectful discussion of our differing (potentially conflicting) perspectives and contributions
- We fight prejudice and discrimination of all kinds
- We are committed to creating a culture that is inclusive of all members and staff
- We extend solidarity to each other and other groups

### Sign-off

Manager:

Date:

Role holder:

Date: