

Role profile

Role title	Member relations assistant
Department and directorate	Member relations team, BMA(NI)
Job family level	Level 8
Reports to (job title and name)	NI assistant secretary
Direct reports (job title and name)	No direct reports

Summary – purpose of the role

- To provide secretarial and administrative support to Local Negotiating Committees (LNCs) and Regional LNC colleagues and act as first point of contact to other departments, BMA members and other callers in relation to LNC and MR matters.
- To maintain all records associated with LNCs, the regional LNC and member relations including agendas, minutes of meetings, action notes, policies and procedures.
- To provide the full range of secretarial support to the Head of member relations and NI assistant secretary in support of all LNC and Regional LNC activities.
- To maintain all LNC activity on relevant databases, ensuring that information input is accurate and timely.
- To provide support to Head of member relations setting up meetings and liaising with key stakeholders as required to include team meetings (agenda etc), casework meetings, one-to-one meetings etc; booking of rooms and organising catering as required and meeting and greeting of members/key stakeholders.
- To prepare standard and non-standard documentation, using a range of computer-based software packages including internal databases, we-engage CRM, contacts database, word, excel etc.
- To provide support to member relations team regarding case work including case work follow up, and organising meetings.
- To co-ordinate and support internal and external member relations events and meetings, collating and recording relevant information and documentation as requested including organising catering and refreshments.

Summary – purpose of the role

- To attend member relations events, representing the BMA and promoting the benefits of BMA membership to members and non-members.
 - To be responsible for general administration which may include diary management, travel arrangements for member relations colleagues and ordering of supplies/stationery etc in relation to the team.
 - To prepare papers, briefings or reports for colleagues/managers and local committees and undertake committee administrative support processes, including drafting reports/minutes and follow up on action points.
 - Provide support to other teams as considered appropriate by manager.
 - To receive and respond to enquiries from/to members using agreed reference sources, judging when to pass to or involve others, to provide a courteous and effective service.
 - To undertake the archiving and retrieval of confidential files.
 - To plan and prioritise own work activities and respond to the requirements of managers/teams/departments.
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Skill (level and breadth of application)

- GCSE English and Maths minimum grade C or equivalent would be desirable.
 - Specialist technical experience required in various IT software packages, typically including full suite of Microsoft office.
 - Experience in a similar administrative role, including minute taking, agenda preparation and dissemination.
 - Excellent written and oral communication skills.
 - Excellent customer service and interpersonal skills to ensure a high level of service is provided to colleagues and BMA members.
 - The ability to handle large amounts of complex information efficiently retaining confidentiality at all times.
 - Knowledge of BMA, the benefits of membership and the work being undertaken within the department.
 - Excellent planning, prioritisation, and organisational skills, particularly in relation to meeting management.
 - Ability to work well as part of a team.
 - Ability 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.
 - Attention to detail and ability to work to a consistently high level of accuracy is essential.
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Skill (level and breadth of application)

- The ability to be resilient in relation to challenging situations and competing demands.

Intellectual demands (complexity and challenge)

- Works as part of a team or on an individual basis, providing support to colleagues or managers within the team, dealing with routine and non-routine administration work in accordance with protocol where appropriate.
- Use knowledge of the Association and departmental work to respond to ad hoc questions from members.
- Contribute ideas for improvement within own work area.

Judgement (independence and level and impact limitations)

- The post holder will have good planning and organisational skills and predominately work without direct supervision.
- The post holder is expected to assess incoming work pro-actively and escalate anomalies as appropriate. Decisions taken will be of minor impact to the department.
- Will seek guidance from line manager where new or non-standard queries arise, or advice is required.
- Plans and organises own workload and handles work in accordance with normal office protocols. Has the ability and flexibility to work on own initiative within specific broad project guidelines.
- Manages own time to ensure deadlines are met.
- Actively seeks areas for improvement.

Use of resources (supervision of resources and influence)

- Works as part of a team or on an individual basis, providing administrative support to colleagues/managers.
- The position does not have budgetary management.

Communication (level, internal and external demands and significance)

- Regular contact with line manager and member relations colleagues to progress work or to seek advice on work matters.
 - Regular contact with team colleagues to progress administrative work, clarify requirements and provide information.
 - Direct contact with members, LNCs, RLNC, committee chairs and elected members to provide information and respond to queries.
 - Regular contact with colleagues across the Association.
 - Required to develop excellent working relationship with LNC chairs, deputies and representatives and Trust personnel in order to support the LNC structure and processes.
 - Required to develop contacts with members, Trust personnel and other key stakeholders.
 - Required to maintain and develop good relationships with other BMA teams and personnel in and out with the member relations team.
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Physical demands & coordination (physical effort and mental strain)

- Normal co-ordination and physical demands associated with an office environment at the BMA are expected including hybrid working.
 - The majority of the work will be in the department office and using standard BMA office and IT equipment.
 - There will be limited requirement to engage in lifting/carrying/other exertion.
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Working conditions and emotional demands

- The job is generally conducted in the normal BMA office environment.
 - Potential exposure to challenging situations and dissatisfied members.
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Values and behaviours

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

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