

## Role profile

<b>Role title</b>	<b>Complaints and Member Liaison Officer</b>
<b>Department and directorate</b>	<b>Corporate and Member Development Directorate (CMD)</b>
<b>Job family level</b>	<b>6</b>
<b>Reports to (job title and name)</b>	<b>Head of Complaints and Member Liaison</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 all aspects of the BMA complaints, feedback and liaison processes (all feedback and complaints about the BMA from members and others in contact with the BMA) to ensure all are resolved to the best possible standards.

- Provide support to ensure smooth running and administration of the complaints activities, including arranging meetings, collating/despaching agendas and papers, attending meetings, developing draft minutes for review, recording and following up actions to completion to report back) as required.
- Be a point of contact for feedback and complaints from members and other stakeholders.
- Support feedback and complaints processes including supporting investigations, speaking to complainants and relevant staff, managing complaints, drafting outcome letters.
- Use of excellent communication, mediation and conflict resolution skills to handle complex complaints and resolve others using informal methods.
- Ensure timely and sensitive communication with complainants, and all other related parties when enacting processes.
- Drafting reports and papers relating to investigations and outcome letters.
- Ensure any potentially serious and/or sensitive cases are drawn to the attention of Head of Complaints and Member Liaison and Director of Corporate and Member Development immediately.
- Effective recording and monitoring of all feedback and complaints. Ensure all information is recorded in the BMA CRM system to ensure accurate reporting.
- Research and drafting of written papers on CMD remits.
- Provide support to the Director of Corporate and Member Development and all other CMD remits as required.



### 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.*

- Complaint handling and customer service experience (or the ability to clearly demonstrate transferable skills).
- Excellent organisation skills (understanding the importance of accuracy in complaints handling and investigation procedures).
- Ability to liaise professionally with senior BMA medico-politicians, chief officers and Chief Executive Officer regarding sensitive issues (at times with a potential reputational risk to the association).
- Ability to provide administrative support, draft meeting agendas, papers or briefings for review by line manager and/or Director of Corporate and Member Development.
- Ability to work flexibly, picking up new areas of work and responding to areas of need in a positive manner.
- Excellent organisation and multi-tasking abilities and working with a sense of urgency, often to tight deadlines.
- Personal resilience when occasionally coming into contact with challenging members/stakeholders.
- Ability to demonstrate high level of professionalism and respect for confidentiality in communications and meetings.
- High level of computer/technological literacy and experience with a range of software packages.

### 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).*

- Intellectual capacity to demonstrate or acquire a clear understanding of the BMA feedback and complaints policy and systems.
- Ability to grasp new concepts quickly to undertake analysis of proposals, particularly in emerging areas of complaints management.
- Role holder will need to use initiative and creativity when solving problems – often having to think outside the box, and create solutions which have not previously existed.
- Creativity in the development of materials to support all Corporate and Member Development remits.
- Problems are complex – using own judgement to know what to refer upwards to managers.
- Ability to keep projects and case work on track by providing appropriate support to line manager/director of Corporate and Member Development.
- Quick thinker – ability to respond decisively to any unplanned issues which may come up during meetings/events (e.g. IT failure, catering issues etc)

### 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)?*

- Excellent judgement as cases can be complex and/or sensitive cases, and ability to understand political sensitivities and internal political relationships and how these may impact.
- 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.
- Awareness of the sensitivities involved in some of the remits of corporate and member development and able to keep information confidential
- The majority of work will be reviewed by line manager and/or Director of Corporate and Member 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?*

- This role sits within the corporate and member development directorate.
- Considerable and regular direct contact with members and with members including senior elected members, and senior staff .
- No direct line management or budget management.

#### 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 staff across the association – working closely with colleagues in devolved nations, member relations, policy and communications to liaise on key issues around support delivered to BMA members.
- Contact with senior elected members and senior staff

#### 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.

## 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: