

## Role profile

Role title	Employment Adviser
Department and directorate	Member Services Scotland, BMA Scotland
Job family level	Grade 6
Reports to (job title and name)	Assistant Secretary or Employment Relations Manager
Direct reports (job title and name)	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)*

- To provide comprehensive employment law, industrial relations advice and support to employee members and to liaise with relevant internal and external departments, as appropriate.
- To provide comprehensive employment law, industrial relations advice and support to employer members in their management of staff, people, policies and procedures, and in relation to external legal claims.
- The post holder will also represent members in the workplace at hearings/meetings
  - The post holder will actively support recruitment of medical students and other medical staff.
  - This position is generally used as a development role, as experience of casework increases advisers can begin to take on more complex casework including representation work.

### Advising and Recruiting Members

1. Provide advice, assistance and representation to employee members on employment and other work-related issues. Representation includes meetings related to formal disciplinary, appeals, grievances and sickness absence return to work interviews with EA preparing for and presenting case on behalf of member to panels, cross examining witnesses and making final submissions. Some meetings will be held virtually.



2. Provide advice and assistance to employer members on employment and other work-related issues and people policies and procedures. Develop HR procedures for GP employers ensuring that draft documents are updated to recognise legislative changes. Update Employer Handbook as necessary.
3. Prepare employee and employer case referrals for merits assessment with external legal adviser and liaise with external lawyers on preparation of this and with regard to feedback resolution with member.
4. Undertake recruitment and retention activities by representing the Association at junior doctor meetings, and participating in seminars and other core programme/recruitment activities
5. Act as the principal point of contact for support issues with medical students and officials of designated University Medical Schools.
6. Support Member Engagement Team (Scotland) with the delivery of an effective programme to maximise doctor and medical student recruitment providing professional advice, information and presentations as appropriate.
7. Provide/participate in delivery of training/workshops for employed and employer members.
8. Maintain effective relationships with management, HR and key personnel in Health Boards and other employer organisations, and with Medical Students including student representatives.
9. Prepare and progress claims with NHS employers by telephone, in writing and by direct representation
10. Provide expert advice on contractual documentation and Terms and Conditions of Service for employed doctors.
11. Provide support to BMA Scotland local committees and events, attending meetings as required.
12. Participate in projects and programmes at Scotland and UK level representing Member Services Scotland and contributing to corporate work. Lead on specific subject areas 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.*

1. Graduate or equivalent qualification with previous experience in areas covered by the role. Ideally from within a trade union or employment related (legal practice, HR or Medical Staffing) background.
2. Up to date in-depth knowledge of employment legislation, industrial relations and human resource policy and procedures.
3. Computer literacy and keyboard skills.
4. Good working knowledge and understanding of the NHS Scotland structure and major issues in and relating to NHS Scotland, together with an understanding of the role and function of the BMA.
5. Requires sound and extensive analytical skills when dealing with case work and queries

6. Ability to prioritise and manage own work effectively with a high case load
7. Excellent planning and organisational skills required
8. Predominately works without direct supervision and has flexibility to work on own initiative dealing with telephone and other methods of making enquiries including first line industrial relations and human resource queries.
9. Organises and prioritises own workload in consultation with the Assistant Secretary/Employment Relations Manager and SEA colleagues.
10. Ability to effectively communicate benefits of BMA membership and positively influence join/remain decisions of doctors.
11. It is essential that a good working knowledge of employment law/terms and conditions of service is maintained, taking into account frequently occurring changes, so that advice given to members is correct and appropriate at all times.
12. Have access to a car and have a current full UK driving licence

#### 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).*

Whilst the EA role is supported by a range of guidance and procedural documents they;

- Have freedom of action within the broad constraints of case handling under the supervision of their Assistant Secretary or Employment Relations Manager (as appropriate).
  - Decisions taken and advice given have a high impact on Members and credibility of the Association and therefore must be correct
- Will seek guidance from AS/ERM on major decisions
- Members can be emotional, demanding and difficult. The EA has to work with the member to understand the issue, manage the emotion, their expectation and guide them through the internal procedural process in order to ensure their legal rights are protected.
- Complex, extensive and detailed information often needs to be analysed in order to ensure that the adviser has an accurate understanding of the issue to be addressed.

#### 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)?*

- Required to recognise and adhere to specific critical timescales as part of the representational/case handling process arising from Employment law requirements/local employer procedures.
- Has freedom of action within the broad constraints of case handling under the supervision of the AS/ERM.
- Decisions taken and advice given have a high impact on Members and credibility of the Association and therefore must be correct

- Will seek guidance from the AS/ERM on very major decisions

#### 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?*

- May be required to support the induction of new advisers within Member Services Scotland team.
- Key team member
- Participates in performance review and check-in process with line manager including weekly telecom, monthly face to face, and quarterly progress check-in.

#### 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?*

- Must develop and maintain good relationships with members (committee and individual), employers, LMCs and other BMA staff.
- Majority of time spent on external communications with members. This is a key part of case work and recruitment/retention role.

#### 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?*

- There will be normal physical demands typically associated with an office environment and there will be limited requirement to engage in lifting/carrying or other exertion. There will be a requirement to use office technology and systems as provided or recommended by the BMA.

#### Physical demands & coordination (physical effort and mental strain)

- The role holder will be required to travel in order to carry out the role, in line with Member Relations & BMA policy. Attendance at meetings at a variety of locations (e.g. hospitals & Health Board premises) will be required.
- There are internal health & safety policies and guidance to be followed and adhered by the role holder and their direct reports (if line management is part of the role). These policies apply both in the normal office environment and also when visiting other locations in the execution of duties.

## 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?*

- The job is typically conducted from a home office, and other office environments as required, to carry out the role and is not considered to be exposed to hazardous conditions or extreme anti-social behavior (which should be reported through the appropriate internal channels). There may be times where the role holder is involved with a case that involves an emotionally charged situation. This can be raised through the appropriate internal channels to ensure support is given to the role holder as required.

## Values and behaviours

The post-holder is expected to execute their role in line with our five organizational values. These are currently being translated into behavioural indicators that will form part of our new performance management process.

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

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