

Role profile

Role title	Representation and Casework Officer
Job level	Officer/ Specialist
Directorate	Organising and Representation
Team	(North/Central/London/South) Team
BMA Grade	6
Location	Homeworker
Decision Making level	Medium
Budget responsibility (Y/N)	No
Reports to (job title)	Senior Regional Officer
Direct reports	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***

All colleagues are expected to align their work with the organisation's corporate strategy, ensuring their decisions, priorities and ways of working actively contribute to our long-term goals and strategic outcomes.

The postholder will provide comprehensive employment law, industrial relations advice and support to members and will liaise with relevant internal and external departments, as appropriate.

The post holder will also represent individuals and groups of members in the workplace at hearings/meetings, but is likely to refer more complex or sensitive cases to Regional Officers (Representation) or Regional Officers (Bargaining) to progress, in line with the casework protocol.

Representation and Casework Officers will work under the direction of Senior Regional Officers as part of a team working with a patch or group of LNCs.

The postholder will participate in the development of regional plans and will play an important role in the early identification of potential collective issues requiring support via organising and bargaining mechanisms at employer or regional level.

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)

Duties and Responsibilities

Please provide a bullet point list

- In response to requests from members and reps, provide expert advice on employment, contracts, training and local/national agreements across all grades
- Prepare and present cases representing members to employers, internal or external appeal panels, etc
- Assist with the development and delivery of specific campaigns as required, principally through identification of potential areas for action and recruitment of potential affected members.
- Maintain accurate and comprehensive records in respect of assigned casework, enabling both clear documentation in respect of individual cases and supportive data to provide local intelligence on aggregated casework.
- Prepare and present accurate and comprehensive case histories and documentation for discussion with the Senior Regional Officer prior to any contemplated external legal action and before referral to legal services provider for merits assessment.
- Maintain effective relationships with key personnel at employers and in medical schools and other trade unions within designated area.
- Provide support to local committees as required, including occasional meeting attendance alongside Regional or Senior Regional Officers.
- As required, assist with the delivery of training for members and workplace representatives.
- Support and mentor workplace representatives to undertake trade union duties at their workplace.
- Working as part of the regional team, provide cover for colleagues leave where required.
- 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.

- The role holder will have up to date in-depth knowledge of employment legislation, industrial relations and human resource policy and procedures and good practice, and ability to learn quickly about the terms and conditions under which NHS doctors work as well as develop knowledge of other aspects of the Association and associated practices and policies.
- Ability to be flexible and adaptable in dealing with varying situations and competing demands
- Good interpersonal skills as the role holder should be co-ordinating with others on behalf of department or section, rather than simply completing own job i.e. the recipient should benefit from the interaction. There will be some situations which require the individual to impart their knowledge in order to assist others in the completion of their work.
- The role holder will seek out other knowledge experts and share their own knowledge to ensure delivery of the project/task, which can involve extending their skill/knowledge outside of their own area of work

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).

- They will work alongside others across the Association and the role holder's work could impact on other employee's priorities and work.
- They may also deal with a variety of dissimilar matters but within the same core area of employment law, contractual interpretation and member advice, involving some co-ordination with other departments across the Association.
- The role holder will provide solutions to problems within the range of areas of advice and support offered to members, involving analysis against known criteria. Examples include problems connected with the provision of services or of a range of administrative processes. The role holder needs to consider options and be personally responsible for finding a solution on a frequent basis.
- The role holder will be required to apply adaptive thinking within their key result areas of provision of member advice and support, requiring some improvement and development of techniques and methods. They will be expected not only to identify improvements or developments but work with others to ensure that these happen. Advice may not be readily available; if it is not readily available the individual will be expected to seek it out from a number of sources.
- The role holder will need to react to changing circumstances within a fixed context requiring the development/creation of new ways of working e.g. formulating policy advice and deploying resources.
- An element of interpretive thinking within the same or similar disciplines will need to be applied to problems which lie outside previous experience and precedents.
- Developing new policies based on advice and own understanding and planning for the future.

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)?

- The role holder will interpret and work within set objectives, targets and practice defined by others, escalating more important decisions and matters falling outside their own sphere of activity.
- The role holder will likely have responsibility for the output of a group of personnel, and will be judged on their delivery against stated objectives and/or SLA's.
- This is a specialist role drawing on others to help the role holder achieve their goals/objectives.
- Others may require input from the role holder to achieve their goals/objectives.
- The role holder will frequently advise or make decisions that will not always be reviewed within their own team, and may reach another Directorate or team before being reviewed and contained. One section's failure to deliver an output that is 'fit for purpose', for example, will impact on the other section.

Judgement (independence and level and impact limitations)

- Any change that the role holder identifies and makes will have an impact on another section or area

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?

- The role holder has responsibility for the day to day management of allocated casework and specialist project work as directed.
- The role holder will be an expert in the area, and may undertake some supervision in passing on their knowledge to ensure others are able to deliver their own work
- This is a team working role in which influence is delivered through the results of collaborative working with others. Freedom to act in non-routine work, subject to clear limits, calls for reaction and decision, typically within a team or section environment.
- Advice given is at a more senior level

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?

- The role holder will communicate mostly with employees within their team/ department, but with some contact with middle management.
- The purpose of the communication is to provide explanations on complex matters or translating these into instructions for independent action through others.
- Influencing others by persuasion, that typically involves some negotiation. Negotiation in this context is negotiation by the role holder and not general BMA negotiations
- The role holder will conduct a significant amount of external communication (40% - 59), typically with BMA members and employers.

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?

Physical demands & coordination (physical effort and mental strain)

- There will be normal physical demands typically associated with an office environment and there may be limited requirement to engage in lifting/carrying or other exertion using specialist equipment.
- There will be a requirement to use technology and systems as provided or as recommended by the BMA.
- The role holder may be required to travel in order to carry out the role, in line with BMA policy. Attendance to support meetings at a variety of locations could be required.
- There are internal health and safety policies and guidance to be followed and adhered by the role holder. 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 either in a normal office environment, home location, or external location as required to carry out the role and is not considered to be exposed to hazardous conditions or extreme anti-social behaviour (which should be reported through the appropriate internal channels).
- There may be times where the role holder is involved with a case/member contact that involves challenging situations. Concerns must 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 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: