

Role title	Coordination and Support Officer
Department and directorate	PHHD/P&G/TCS/CST - Policy
Job family level	7
Reports to (job title and name)	TBC
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)

- Support team members by providing high quality administrative support in line with directorate's office procedures
- Undertake research and analysis as required
- Ensure smooth running of meetings by arranging venue, time, technical and catering requirements
- Making travel arrangements for team members
- Collate agendas, supporting papers etc for internal and external meetings – liaising with counterparts in other organisations as appropriate
- Provide administrative support for projects, as required
- Support administrators from other teams, as necessary
- Contribute to the development and delivery of the directorate's business plan, performance indicators and risk management plan.

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.

- Ability to quickly become familiar with key issues across the team
- Ability to draft notes of meetings and reports for review by line manager and/or relevant policy advisor
- Ability to form effective relationships with counterparts in stakeholder organisations
- Organised with meticulous attention to detail
- Experience of providing project support
- Understanding of the association's dual roles as trade union and professional body
- Personal resilience – occasionally comes into contact with challenging members



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).

- Ability to follow directorate's office procedures – and to suggest innovations to procedures
- Ability to keep projects on track by providing appropriate support to project managers (usually policy advisors)
- Ability to anticipate and proactively meet the administrative needs of the team

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)?

- Day to day responsibility for supervision of the team's administrative requirements – postholder is expected to take responsibility for ordering stationery, making IT and other arrangements for new starters, attending to printers/photocopiers etc in line with correct procedures
- Responsible for the administrative arrangements for meetings, travel, catering etc
- Postholder is expected to anticipate the administrative needs of the team
- Working with other administrative staff across the directorate, the postholder will identify areas for improvement, efficiency, smooth-running of the directorate's administrative support. Discussed/agreed with director, through director's PA.

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?

- Some direct contact with members and regular contact with elected members
- No direct management or budgetary responsibility

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 elected members, staff in devolved nations, member relations and communications and engagement. Purpose: liaison – particularly to arrange meetings and ‘chase’ necessary documents etc
- Develop external contacts with counterparts in stakeholder organisations – particularly where regular meetings need to be arranged

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.
- Flexibility – able to adapt to new ways of working, move into new areas of responsibility and ‘help out’ across the directorate as required, in a constructive manner

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: