

Role Profile

Role title	Senior HR Advisor (1 Year Fixed Term Contract)
Department and directorate	Human Resources
Grade	4
Reports to (job title)	Director of HR
Direct reports (job titles)	N/A

Job Overview

The Senior HR Advisor is an internal consultant providing an enabling business support role. The post holder is a trusted partner and works alongside assigned senior managers and directors working on people solutions and plans to deliver customers' short, medium and long-term objectives.

The post holder owns the client relationship on behalf of HR, acting as the 'account manager', delivering HR initiatives on a local level and also providing the 'voice of the customer' back into the HR service as it shapes and enhances its services. As such, the post holder will ensure that service requirements are understood, and that solutions are optimally designed with usability at the forefront.

The post holder will also ensure the transition period to new ways of working is well managed and smooth, and that users have the required digital skills to use them appropriately through training.

The post holder coaches and supports line managers to enable them to resolve issues informally where possible to prevent formal proceedings. Where formal proceedings do become necessary, the post holder leads on employee relations issues within customer areas, ensuring case work is managed in an objective, fair and equitable way and in a timely manner. Roles at this level will provide expert professional advice to inform management and development of their functional area. The service delivery requirements and standards are usually clearly defined by the Director with annual staff and financial budgets.

Operational planning and performance review to maintain exceptional service delivery and ensures the political objectives and priorities of the BMA are met.

Working collaboratively within and across functions to support the delivery of best possible outcomes for our customers on a financially sustainable basis.

The role is a local sounding board and coach for line management, enhancing skill and confidence in leading and motivating teams.

Duties and Responsibilities

- Responsible for leading the people agenda within a customer group, bringing evidence-based practice into the organisation and addressing the people challenges for their area.
- Creates effective solutions to directorate challenges, coaching managers and leaders in effective implementation.
- Role model great behaviours and attitudes, bringing our values to life in the BMA.
- Uses and understand BMA policies and procedures, engaging with customer areas effectively to ensure their use across the organisation.
- Drives consistency of approach across the BMA in attracting, managing and developing talent to support current and future organisational needs.
- Works closely with all HR colleagues to ensure that tools and policies are aligned, enhance employee engagement and ultimately improve performance.
- Uses data and analytics to measure the effectiveness of tools and policies and understands the landscape for further improvement.
- Provides expert input across a range of HR issues (generalist / specific expertise); Designs and delivers high impact solutions that meet the needs of the local customers.
- Coaches and builds the capability of managers to anticipate and pre-empt organisational issues.
- Participates in relevant projects, leading and championing as appropriate (local directorate or pan-BMA) the BMA's reputation as a world class organisation and employer of choice.
- Responsible for working with L&D colleagues in the development of training packages, the delivery of end user training and training materials.
- Keeps up to date with external trends and best practice in the areas of expertise and HR more broadly.
- Continuously drives improvements in tools and policies through external market trends, insight and internal best practice.
- Proactively shares best practice and intelligence within the HR function and within customer areas.
- Builds relationships and forms alliances with stakeholders and customers.
- Understands and anticipates the need for change, diagnoses the underlying issues and builds the case for change with stakeholders. Within the scope of BMA policies, builds frameworks to plan and manage the continuous process of change including dependencies, risk, potential scenarios and options to mitigate.
- Acts as an ambassador for the HR function and represents the HR team internally and externally (as appropriate).
- Takes an active role in communicating the customer needs into the HR department and support the HR team in enhancing and improving its services, policies and processes so that the HR team constantly improves and evolves into a critical service for its organisational leaders and colleagues.
- Fosters a positive climate of employee relations within the Association to support the implementation of a partnership approach and to develop and maintain good working relationships with representatives of Trade Union.
- Provides, monitors and analyses workforce information reports for directorates, highlighting areas for concern. Proactively works with managers to put plans in place to resolve areas of concern and/or manage risks, ensuring delivery of HR performance targets.
- Undertakes any other additional tasks that may be assigned that fall within the remit of the role.

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Educational Qualifications & Skills

- Educated to degree level in Human Resource Management or similar professional qualification (e.g. MCIPD).
 - Experience as a HR generalist within a professional and commercial organisation.
 - Confident, enthusiastic and self-motivated attitude to mentoring and supporting managers and staff to achieve optimum performance.
 - A proactive and positive attitude towards dealing with a continuous improvement agenda.
 - A pragmatic and commercial approach is required to drive real value.
 - Good understanding of data protection regulations.
 - Demonstrate commerciality and a strong knowledge of current UK employment law, procedures and processes, with a good understanding of key trends in the field of Human Resource Management.
 - Strong listening, communication, organisational and prioritisation skills.
 - Excellent attention to detail.
 - Adaptability and flexibility towards the changing demands of the role.
 - Be a catalyst for change, using influence and judgement to drive business performance and results.
 - Good data analysis and reporting skills.
 - Strong problem solving skills and the ability to work well under pressure with a 'can do' attitude.
 - Sound IT skills (Microsoft Office, Word, Excel, PowerPoint), experience of manipulating HR Information Systems
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Intellectual Demands (complexity and challenge)

- Advises on particularly complicated, sensitive or high profile/risk cases, appraising options available, assessing the risks and formulating possible courses of action.
- Ensures managers are equipped to manage informal issues with their staff effectively. Where appropriate, providing best practice advice in order to minimise escalation to formal processes so as to protect the BMAs reputation.
- Monitors and analyses employee relations reports, ensuring managers adhere to timescales and BMA policies. Identifies cases or areas of concern within the Directorate/Department/Function and escalates and advises on remedial action and leads on interventions as appropriate.
- Oversee and monitor all cases that could or do result in employment tribunal proceedings and attend Employment Tribunals as and when required, providing a strategic approach to the management of claims.
- Pro-actively develops and maintains external networks in other organisations to ensure awareness of HR legislation and latest thinking in HR matters and practices and to ensure appropriate changes are incorporated into organisational HR practices.
- Undertakes research tasks to draft new policies in accordance with best practice and changing employment legislation. Demonstrates ability to interpret the information to write policies and procedures which are relevant to the BMA using the correct style and tone of language.

Judgement (independence and level and impact limitations)

- Advanced analytical and judgement skills which require management of complex facts and problems.
- The post holder has freedom to act on all aspects of the role and a far-reaching impact in terms of employment decisions. Although decisions in relation to tribunal/civil claims/costs would be discussed and agreed with the Head of HR Advice & Staff Liaison (and occasionally internal/external legal advice may be sought), the **HRBP** post holder is responsible for collating the information and presenting the recommendations prior to taking action.
- The role requires a significant amount of lateral thinking and consideration of complex and evolving employment legislation. Scope for creativity in the line of advice given and in the level of discretionary decisions to be made outside of defined systems and policy guidelines is required.
- The post holder must rely on their own knowledge of legislation and best practice, as well as practical experience, to advise on issues ranging from poor performance or conduct which may result in a disciplinary process being followed, to dealing with health matters or disputes where they may need to draw on the expertise of another member of the HR Management team (e.g. L&D/Reward/Pensions expertise) to intervene or mediate.
- Internal credibility will frequently be based on ability to instil confidence in others in terms of accuracy of guidance, business awareness, and pragmatism of approach.
- The impact of negligence or inaccurate /untimely advice has high financial and reputational risks in terms of employment tribunal action, and also in terms of maintaining good employee relations within the Association.

Resource Management and Influencing Skills

- Responsible for the contribution of self to the achievement of directorate strategies and overall BMA strategic goals and directorate business plan.
- Responsible for maintaining good employee relations practices across the BMA in conjunction with senior HR colleagues.
- Expertise in generalist HR matters, especially employee relations. Ability to collaborate with colleagues for their expertise in reward, learning and development, finance as appropriate.
- Ability to handle sensitive personal information in accordance with the GDPR rules relating to, amongst other things, personal data /health matters /performance issues and salary.

- The ability to develop and manage initiatives within financial restraints and deliver to deadlines.

Communication (level, internal and external demands and significance)

- Ability to manage highly complex and difficult situations where there is often direct conflict.
- Outstanding interpersonal skills, demonstrating an ability to build relations and influence at a senior level and with external stakeholders.
- Highly developed communication skills, ranging from informal 1:1 discussions, formal presentations, and written reports including data analysis covering both oral and written skills.
- Strong strategic influencing, persuading and negotiating skills.
- Facilitation and/or Mediation skills and the ability to gain mutually acceptable outcomes.
- Demonstrable ability to coach and train others, and model these behaviours to senior managers.
- Collaboration and liaison, as appropriate, across the HR function, BMA Payroll and Finance Business Partners, BMA HR Information Systems Team, BMA Leaders and Managers, BMJ Colleagues, Best practice organisations, Professional Networks, and Suppliers.

Working Conditions, Physical, Mental and Emotional Demands

- Ability to maintain focus and concentration while working in an open plan office.
- Ability and willingness to travel to other BMA offices in London, Leeds, and Liverpool, including the BMA Nations (Scotland, Wales and Belfast).
- Personal resilience – Demonstrates high level of emotional intelligence, insight into own behaviour /working style and emotional resilience.

Values and Behaviours

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

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

Sign-off

Manager:

Date:

Role holder:

Date: