

Role profile

Role title	Complaints and Member Liaison Officer
Department and directorate	People and Corporate Development Directorate (PCD)
Grade	6
Reports to (job title)	Head of Complaints and Member Liaison
Direct reports (job titles)	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***

- Supporting the delivery of all aspects of the BMA feedback and complaints 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.
- First point of contact for all feedback and complaints from members and other stakeholders.
- Implementation of all feedback and complaints processes including conducting investigations, liaising with complainants and relevant staff, drafting outcome letters and supporting the sharing of lessons learned from analysis of trends in resolved complaints and feedback.

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)

Please provide a bullet point list

- Conducting thorough and independent investigations into complaints received about the products and services delivered by the BMA.
- Supporting the Complaints and Member Liaison Manager and Head of Complaints and Member Liaison with Code of Conduct and Resolution Process-related work when required.
- Liaising with senior elected members, the BMA legal team, employment advisers and other colleagues across the association as appropriate.
- Supporting the administration and arrangement of panel hearings, working groups and meetings related to the Complaints and Member Liaison function.
- 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.

- Experience in complaint handling, conducting investigations and customer service (or the ability to clearly demonstrate transferable skills).
- Ability to absorb, distil and summarise a range of complex information, extracting key details and highlighting critical matters for investigation.
- Excellent organisational skills and understanding the importance of accuracy in complaints handling and investigation procedures.
- Ability to liaise professionally with senior BMA elected members, senior BMA staff and CEO regarding sensitive issues which may carry 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 People and Corporate Development.
- Outstanding written communication skills, taking an appropriate professional approach when required and showing empathy and good judgement when liaising with stakeholders on sensitive matters.
- Ability to work flexibly, picking up new areas of work and responding to areas of need in a positive and pragmatic 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 and stakeholders.
- Outstanding ability to demonstrate a 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).

- Ability to grasp new concepts quickly to undertake analysis of proposals, particularly in emerging areas of complaints management.
- Emotional resilience, pragmatism and professionalism when dealing with challenging issues and stakeholders.
- Ability to work autonomously and on own projects, cases and investigations with minimal supervision when required.
- Using own judgement to know what when to highlight and escalate problematic matters to management.
- Ability to keep projects and case work on track by providing appropriate support to line manager/Director of People and Corporate Development.
- Ability to respond decisively and quickly to any unplanned issues which may arise during meetings/events/communications with stakeholders (e.g., IT failure, issues with meeting arrangements and logistics, 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)?

- Ability to horizon scan and identify any potential risks and highlight to line manager.
- Responsible for undertaking data analysis and draft papers to a high standard and within requisite timescales.
- The majority of work will be reviewed by line manager and/or Director of People and Corporate 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 People and Corporate Development directorate.
- Considerable and regular direct contact with members and with members including elected members.
- No direct line management or budget management responsibilities.

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 products, support and services delivered to BMA members.

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 required to withstand robust challenge from elected and other members and stakeholders.
- Ability to work under pressure and to tight timescales, balancing heavy and complex caseloads.

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: Joel Summers

Date: 01/08/2025

Role holder:

Date: