Role profile

Role title	Regional Support officer
Job level	Mid-senior
Directorate	BMA Cymru Wales
Team	Member Relations Cymru Wales
BMA Grade	4
Location	BMA Cymru Wales (North, Mid and West Wales) **This role is home based and we provide comprehensive training as well as IT and office equipment. You will be required to travel across North, Mid and West Wales to carry out the role. Attendance at BMA Wales offices and/or South Wales will be required from time to time.*
Decision Making level	Mid to high level decision making with escalation to manager when required
Budget responsibility (Y/N)	No
Reports to (job title)	Assistant Secretary
Direct reports (Y/N)	No

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***

To support the work of the member relations team ensuring effective industrial relations with specific reference to collective negotiation at a local level, representing individual members, supporting, and organising workplace representatives, assisting with the development and delivery of training and local/national campaigning, and recruitment. 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.

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

Duties and Responsibilities

Casework and support

- Provide expert representation and advice to individual members across all grades on complex casework. This will be on a range of matters which may include: disciplinary issues, grievance, dismissal, retirement, salary queries, working relationships, equality issues, local and national agreements and redundancy/re-organisations.
- Prepare and present cases representing members to employers, internal or external appeal panels, etc.
- Appear as required at Employment Tribunals as witnesses or to assist legal counsel.
- Negotiate, advise and sign advice certificates on Settlement agreements for members.
- Establish and maintain effective working relationships with senior personnel in NHS Boards/Trusts Local Negotiation Committees (LNCs), HEIW, LMCs, Universities, etc and develop relations with key stakeholders such as medical defence organisations, other health unions.
- To work with relevant BMA staff and BMA Reps to ensure effective oversight exists over casework and LNC work at employer level and that casework/LNC and related trends.
- To advise BMA Reps on the handling of individual representation of members.
- Support EA development and also cover for AS,SEA or EA colleagues during absence / unavailability as appropriate.
- Provide ad hoc advice with regard to general contract law, small claims, and partnership law, subject to post holder having the necessary training and qualifications and recent experience.

Collective negotiations / campaigning / training

- Contribute to the core programme of activities, including training and campaign work designed to promote the Association and recruit and retain members across all grades.
- To assist in the effective implementation of national agreements, national benchmarks and other nationally agreed bargaining objectives at local level.
- To develop and lead the work of the Local Negotiating Committees in North, Mid and West Wales.
- To conduct and support local negotiations with employing institutions in accordance with nationally agreed bargaining objectives and direction from line manager.
- To report regularly to Line Manager on key developments referring matters of significant strategic, financial, or reputational impact to them for consideration and decision.
- To contribute to the development of union organisation including the accreditation of BMA representatives.
- To contribute to the organisation and effective delivery of presentations/training including ensuring LNC reps are fully trained.
- To engage in and organise local campaigning activities.
- To ensure, in accordance with direction from the line manager, that the BMA is represented on appropriate external organisations and to maintain effective relationships with those organisations.
- To advise and support LNC or other local BMA reps regarding the effective representation of members at employer level and provide oversight and encouragement to allow reps to take on issues appropriate to their experience and skill level
- 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.

- Graduate or equivalent with extensive working experience of complex casework, advising / representing employees and / or employers (may hold Law or CIPD qualification).
- Significant experience or the demonstration of similar transferable skills to negotiating, representing, campaigning, training and organising within a membership organisation.
- Up to date and in-depth expert knowledge of industrial relations, employment law and human resource policies, procedures and good practice, and ability to learn quickly about the terms and conditions under which NHS doctors work
- Highly developed ability to gather, filter, assimilate and analyse information and develop strategies for dealing with complex negotiations, cases or campaigns under often tight time frames
- Highly IT literate as work is carried out at home & remotely and requires both electronic research and recordkeeping
- Excellent interpersonal skills, facilitating the development of effective relationships at very senior levels with members and with colleagues to ensure consistent collaborative and effective working relationships
- Excellent oral and written communication skills including case presentation and advocacy skills
- Excellent negotiating and dispute and conflict resolution skills.
- Ability to motivate self and others, prioritise and manage own caseload and work effectively with minimal supervision
- Ability to be flexible and adaptable in dealing with varying situations, personnel and competing demands
- Excellent planning and organisational skills required to identify and deal effectively and efficiently with the issues raised by members and their cases
- Ability to maintain knowledge of employment law, terms and conditions of service plus local and national policies, taking into account frequently occurring changes, so that advice given to BMA Reps and members is appropriate at all times

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).

- Organises and prioritises own workload, balancing competing priorities and managing peaks and troughs in demand. Manages range of complex projects at any one time. Often workload management will be done while away from the office as may be travelling and representing the BMA out of the office.
- Required to recognise and adhere to specific critical timescales as part of representational/case handling process or bargaining procedures arising from employment law requirements and local employer procedures
- Whilst support will be available for the role, the RSO will work intelligently and on personal initiative to resolve issues. This involves ability to frequently adapt to new information as cases develop
- Required to think on their feet and respond to the unexpected in highly charged situations
- Required to be sensitive to and assist members to manage conflict and changes in their workplace and workload.
- Required to advise and support very assertive, highly intelligent members with extremely high expectations and demands. The advice may sometimes be met with resistance and necessitates additional explanation of the rationale for the strategy and advice given
- There is a requirement to balance members' needs and expectations with the maintenance of long- term relationships with employers and other health professionals

Intellectual demands (complexity and challenge)

- Work across a range of employers and need to be familiar with policies, procedures and local issues for typically a range of NHS employers and other non-NHS employers as well as with the skills required for bargaining, campaigning and negotiation

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)?

- Have freedom to act with significant individual responsibility for providing expert advice in response to queries and in the way in which cases are managed
- Performance, final outcomes and the extent to which objectives are achieved determines the degree of member satisfaction and the way in which the Association is perceived by members and external organisations
- Will seek guidance from the Line Manager/Head of member relations Wales on decisions which have significant strategic, financial or organisational risk.

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?

- Decisions taken and advice given have a high impact on members (including potentially employment / career ending issues) and the credibility of the Association and therefore must be correct
- It is expected that RSO will on occasions deputise for ASs and be required to chair LNC, attend branch of practice meetings and groups outside their existing remit
- RSOs are required to keep other staff groups within BMA Cymru Wales informed of developments of interest to them.
- Active participation in induction, training and buddying of colleagues. Whilst RSOs have no direct reports they are involved in the training and development of more junior staff within the Wales MR team
- RSO are expected to participate in planned cover arrangements for relevant colleagues in the Wales MR team.

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?

Communication (level, internal and external demands and significance)

- Required to develop excellent contacts and close working relationships with BMA Reps and members (including members at director level such as Medical and Public Health Directors), senior managers and directors of NHS organisations, solicitors, representatives of medical defence organisations, NHS Resolutions and HEIW, university personnel, directors, and managers of private companies
- Required to exhibit effective, persuasion and influencing skills in communications with members, Reps and employers. (for example formal grievance letters, appearances at external hearings, etc.)
- Must develop and maintain good relationships with national secretariats and other expert departments within the Association (e.g. Legal, Ethics and Pensions) including membership of specific liaison groups
- Must develop and maintain supportive relationships between colleagues to facilitate organisational aims and members' cases being progressed effectively and efficiently
- Requires well developed interpersonal skills and must be able to obtain case history from and build working relationships with members, who are often extremely distressed and occasionally mentally unwell, then manage expectations which are often unrealistic to reach agreement on objectives
- Presentation requires well developed influencing and negotiating skills. In many cases, these have to be displayed in formal hearings or meetings where advocacy and persuasive skills are vital

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 'at home' and office environment and there will be very 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.
- The role holder will be required to travel in order to carry out the role, in line with national BMA policy. Attendance at meetings at a variety of locations (e.g. hospitals & trusts) is required.
- Attendance at BMA Wales offices will be required from time to time.
  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 either in a normal office or home office environment or for visits or meetings at 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).
- The post holder will have frequent contact with members and due to the nature of subjects discussed, could be exposed to anti-social behaviour and/or verbal abuse
- The role is results based and orientated to meet wider membership goals for the BMA

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: C.Saunders	Date: 26 November 2026
Role holder:	Date: