

Role profile

Role title	Industrial Relations Officer
Department and directorate	Local Member Engagement Relations, Member Relations
Job family level	Grade 3
Reports to (job title and name)	Industrial Relations Manager
Direct reports (job title and name)	N/A

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)

Advising/Representing/Negotiating/Recruiting Members

1. Negotiate collective and individual terms and conditions and other employment related matters at local level.
2. Establish, develop and lead the work of Local Negotiating Committees and increase local member engagement
3. Undertake recruitment and retention activities by leading on behalf of the Association, facilitating and participating in seminars and other core programme/recruitment activities. Will target specific trusts to increase membership levels
4. In response to requests from members, provide expert advice on employment, contract and local/national agreements across all grades of doctors.
5. Prepare and present cases representing members to employers and internal appeal panels, etc. Undertakes mediation/facilitated discussions on behalf of GP partners as appropriate
6. Establish effective working relationships with senior personnel and health professionals in Trusts, Health Authorities, and Deaneries etc.
7. Develop effective working relationships with LMCs in area and look to promote EAS when attending meetings etc.
8. Support Divisions as appropriate. This may include assisting in their reinvigoration or potential mergers with neighbouring Divisions
9. Provide leadership and support to agreed Regional Branches of Practice Committees and support Regional Council as necessary



Summary – purpose of the role

10. Develop areas of specialist interest and work within agreed team to develop and update guidance as necessary

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11. Attend Member Relations Liaison Groups, Working Parties and other groups as deemed necessary and feedback key information to colleagues

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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 experience of advising/representing employees and/or employers (may hold a Law or CIPD qualification)
- Up to date and in-depth expert knowledge of employment law, industrial relations and human resource policies, procedures and good practice, and terms and conditions under which NHS doctors work
- Proven experience of collective bargaining and negotiating terms and conditions of employment
- Highly developed ability to gather, assimilate and analyse information and develop a strategy for handling negotiating forums and very complex individual Member cases.
- Excellent interpersonal skills, facilitating the development of effective relationships at a very senior level
- Excellent skills of oral and written communication including presentation and advocacy skills
- Proven leadership skills
- Excellent planning and organisation skills required to deal with issues raised by members and their cases. More complex cases will typically extend over several months
- Ability to prioritise and manage own caseload and work effectively with minimum supervision delivering results on time and within budgets

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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

Intellectual demands (complexity and challenge)

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.
- Required to recognise and adhere to specific critical timescales as part of the representational/case handling process arising from Employment law requirements/local employer procedures.
- Whilst procedures and guidance notes are available to support role IRO often works on personal initiative to resolve issues.
- In the short term, these skills are deployed to the immediate advantage of the member and to promote the case. There is a requirement to balance this with maintaining long- term relationships with employers and other health professionals.

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)?

- Must be aware of relevant budgets and required to ensure that events and team activities are conducted within them.
- Has 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 IRM and from Head of Local Member Engagement Relations on very major decisions
- Decisions taken and advice given have a high impact on members and credibility of the Association and therefore must be correct

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?

- In addition to be a technical specialist IRO leads a team of advisers and is therefore responsible for the day to day supervision of team. Undertakes at a minimum weekly telephone calls and monthly face to face meetings
- Responsible for setting objectives, undertaking appraisals both mid and final year, managing performance issues and recommending ratings
- In conjunction with SIRO will recruit, induct and train new team members as necessary

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?

- Required to develop excellent contacts with members, senior managers and directors of NHS organisations and their legal representatives
- Must develop good relationships with Branch of Practice secretariats and other expert departments within the Association including membership of craft specific liaison groups
- Requires well developed interpersonal skills and must be able to obtain case history from members then manage expectations which are often unrealistic in order to reach agreement on objectives.
- Collective bargaining requires well developed influencing and negotiating skills. In many cases, these have to be displayed in a formal setting when advocacy and persuasive skills are necessary.
- In the short term, these skills are deployed to the immediate advantage of the member and to promote them. There is a requirement to balance this with maintaining long- term relationships with employers and other health professionals.

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 office environment and there will be 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 Member Relations & BMA policy. Attendance at meetings at a variety of locations (e.g. hospitals & trusts) will be required.
- 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 (including home office) environment 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 that involves an emotionally charged situation. This can 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 five organisational values. These are currently being translated into behavioural indicators that will form part of our new performance management process.

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