

Role profile

Role title	Employment adviser (Employer Advisory Service)
Department and directorate	Specialist Member Relations, Member Relations
Grade	6
Reports to (job title)	Employer Advisory Service Manager
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

To provide specialist HR, employment law and employee relations case work support to BMA members who employ and/or manage staff, offering telephone and email advice to a range of GP practices, and Primary Care Networks. The cases can be complex in nature and represent a legal and financial risk to the individual practice, and potentially to the BMA.

The role is home based and requires the role holder to be self-motivated and resilient.

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)

Responsible for a high volume of complex hr/employment law/employment relations case work on a range of issues including, but not limited to, performance management, disciplinary and grievance handling, sickness absence, capability, discrimination, redundancy, TUPE/practice mergers, dismissal, remuneration and termination.

To review and advise on correspondence ensuring compliance with ACAS guidance, good practice, and have appropriate content and tone.

To review and advise on employment policies and procedures, and contracts of employment, (including but not limited to, temporary, fixed term and self-employment) and how they should be managed.

To review partnership agreements and provide guidance/interpretation on specific clauses, in line with BMA legal guidance.

To provide initial guidance on GMS/PMS/APMS contracts and liaise with the Policy Directorate regarding specific advice.

To develop HR/employment law/employee relations guidance for members, to be published on the BMA Webpages eg the employer's handbook and newsletters.

To research employment issues and provide guidance to tailored members' needs, and to share new knowledge with the EAS team and across the Member Relations Directorate as appropriate.

Liaise where appropriate with specialist BMA departments for supplementary advice.

To manage cases from initial query to case closure, including supporting members to negotiate settlements, through early conciliation & settlement agreements (where appropriate) or referral to our legal services provider.

To build excellent working relationships with members (GP Partners or medical managers) and GP practice managers. To coach members, or their delegates, to address and manage employment issues effectively.

To attend events and conferences to promote the BMA and the employer advisory service, and actively recruit BMA members and support retention.

To see our service from the member perspective and constantly consider how we can improve our offer and how we deliver it.

To undertake project work in support of the team's objectives and those of the wider BMA.

To work closely as a team, for example by supporting colleagues with high caseloads and challenging cases

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.

- Qualified to CIPD Level 5 or equivalent experience
- HR Experience across a range of industry sectors e.g. NHS, Public sector, Not for Profit and/or membership organisations. An understanding of NHS, GP practices would be advantageous
- Experience in an HR Advisory role advising on the full breadth of HR policies
- Strong relationship builder with ability to influence at all levels and the ability to manage multiple and diverse service users.
- Commercial awareness and an understanding of the impact HR & employment decisions have on the business.
- Innovative, with proven ability to provide creative solutions to HR problems within the organisational context
- Sound knowledge of current UK employment law and its application within the organisational context
- Coaching skills, underpinned by a collaborative and supportive style of working
- IT Literate

- Good communications skills both written and verbal
- Effective planning and organising skills
- Able to work at home independently and maintain consistent standard of work.

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).

The role holder works largely independently, at home. (Support is available from colleagues by telephone, and from the Legal Services Provider when there is a potential of risk to the BMA).

Proficiency in applying employment law, statutory guidance, contract terms and a thorough knowledge of best practice is key, together with an understanding of the work environment and the culture and context of GP practices.

The role holder must be well organised, computer literate and competent in managing a high and complex workload. Most of the tasks are undertaken by phone and email. The pace of work is fast, and procedural time limits and legal deadlines must be observed.

At any time the role holder is likely to have a demanding caseload. Cases can be active for varying periods of time (months or years) depending upon the complexity of the case.

The role holder must be assertive, resilient, professional and articulate in their written and verbal communications. Telephone and email contact is generally with members or managers dealing with staff issues they find challenging.

Feedback from service users is gathered regularly. Both positive and negative feedback will be shared with the role holder and, where appropriate, guidance given.

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)?

Judgement (independence and level and impact limitations)

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)?

All cases are reviewed with the EAS manager, on a weekly basis or monthly basis, and the adviser can ask for support at any time during a case.

High risk cases which may result in a tribunal claim may be referred to the legal services providers helpline for specialist legal advice.

The role holder is responsible for guiding the member towards deciding on a course of action. The adviser must identify the risks associated with each course of action and ensure that the member understands that our role is to protect the practice from a successful Employment tribunal claim. If the member follows advice offered the advisor is authorised to continue to support the member.

If the practice does not wish to follow our advice then the adviser can refer to the BMA terms and conditions of service and explain that their actions may not be supported by the BMA.

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?

The role holder advises and influences members and their delegates regarding the most appropriate course of action for the employer considering legal compliance, best practice and reducing risk.

Part of a team, and though the postholder works remotely, they can access colleagues and specialists across the BMA and the legal services provider.

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?

The role holder most frequently contacts members and their delegates (managers or other partners) regarding case management. These communications can be sensitive as they offer advice, coach, give feedback and sometimes give bad news.

Infrequent contact with specialist BMA departments and regular contact with team members, by phone email and regular meetings.

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?

The post is home office based with extensive use of the VDU screen and telephone.

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 post is home based with compliant office equipment provided.

The role can be demanding as contacts may be emotional on a call that affects them personally, and the adviser must navigate difficult conversations while being focussed on the optimum outcome.

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: