

JOB DESCRIPTION

JOB TITLE	Practice Management Consultant (Employment & General Practice)
GRADE	Adviser / Manager 1
REPORT TO	Head of Operations (Advisory Services) and Associate Director of Advisory Services
DIRECTORATE	Member Services
SUB-DIRECTORATE	Advisory Services
OBJECTIVES OF JOB	To develop and provide a range of high quality employment and general practice advice services to BDA members, and in line with the terms of any agreement between the BDA and any other organisation.

MAIN DUTIES & RESPONSIBILITIES

To give advice (mainly by telephone) to members on a range of general practice issues including:

- Employment and Associateship arrangements
- Human Resource Management
- Practice contracts
- Consumer affairs
- Professional Regulatory affairs
- Partnership disputes
- Data protection, Freedom of Information and record keeping matters
- Patient Consent
- Ethical issues
- Other general practice and legal matters pertinent to dentists practising private and NHS primary care dentistry

To provide representation, tribunal and mediation services to members.

To monitor, research and analyse developments in legal and general practice requirements, and ensure regular updating and development of advice for members in the form of written advice, models, policies, BDA News articles, web content and advice through alternative forms of media.

To provide talks, workshops and training for dentists and practice staff regarding legal and general practice requirements.

To maintain a current knowledge of the work of the sub-directorate and overall directorate.

To maintain and develop relationships with other professionals and organisations active in dental practice management and advice.

To represent the Association at meetings with outside bodies and promote the services offered by the Association as appropriate

To undertake special projects as and when necessary, which may include conducting consultancy on behalf of members

This role will involve travel within the UK from time to time

PERSON SPECIFICATION

The following skills and attributes are essential for the role:

- Current working knowledge of employment and contract law and the ability to use that knowledge to solve problems
- The ability to produce high quality written material that meets the needs of a variety of audiences
- Excellent people skills and a commitment to deal proactively and positively with their concerns
- Excellent personal organisation skills so that work is prioritised correctly and deadlines are met within a pressurised environment
- Good presentation skills and experience of presenting to large and small audience
- A commitment to providing a high level of service to individuals
- Flexibility and the ability to work as part of a team to achieve shared goals

The following skills and attributes are **desirable** for the role

- Experience of telephone support services
- Negotiation, persuasion and influencing skills
- Good IT skills, with experience of using databases

November 2018