

Senior Officer Trade Union

Job Summary

Job Title:	Senior Officer, Trade Union
Job Location:	Birmingham with hybrid option (2+ days per week in office) with UK travel
Hours:	full time (36 hours per week) hybrid
Salary:	£55,082
Reporting to:	Director of Trade Union and Employment Relations

Job Purpose

The Senior Officer (Senior Officer) is the BDA's Officer for employment relations, complex casework and regulatory support across the four nations.

The role holder will help to shape the development of the national employee relations strategy.

The role ensures members receive a high-quality, consistent and legally robust Employment Relations service. As the senior team member, you will be required to support higher level casework for complex, sensitive and high-risk cases, including HCPC investigations and Employment Tribunal matters, and will support the NEROs and Casework Support Officer with their cases when these are complex or volume is high.

The Senior Officer will be responsible for managing the Employee Relations team which covers NERO's and Casework Support Officer(s).

This involves day to day line management as well as casework oversight.

It is the responsibility of the Senior Officer to manage the Casework Process working closely with the Casework Support Officer and NERO team to ensure consistency of approach, application and good service for our members across the four nations.

Working closely with the Director of Trade Union & Employment Relations,

the NERO's, other Trade Union team members and the wider BDA team, the post holder provides high-quality casework to BDA Members and supports the NERO team with complex cases providing coaching support and supervision. They ensure members are protected, supported and represented fairly in their employment and professional practice, and that the integrity and reputation of the dietetic profession is upheld. They will also provide support for HCPC cases in conjunction with the Professional Practice team.

The Senior Officer may be required to attend negotiating and bargaining meetings as required to do so and hence the ability to prioritise, work under pressure at times and be flexible to the requirements of the TU team are critical.

Having a sound knowledge of the dietetic profession or experience of working in the health sector would be highly advantageous within this role.

The Senior Officer maybe needed to feedback to the Trade Union National Executive Committee (TUNEC) at times. The role holder may be required to work with the organising officer and other team members to support trade union engagement and activism across the membership when required.



The Senior Officer supports both casework reporting and quality improvement initiatives within the trade union particularly, seeking and analysing member feedback, and looking for improvement opportunities related to processes and services.

Job Context

The role holder must be committed to the ethos of the Trade Union movement and to representing members of a regulated health profession.

The role holder is expected to always protect the integrity and good standing of the profession and the BDA, and to uphold the Association's values.

The Senior Officer is a full-time official within the BDA Trade Union, responsible for managing, supporting, representing and protecting members in all employment and related matters. The role holder also supports the Director of Trade Union and Employment Relations in the development and implementation of employment relations strategy, policy and operational processes.

Role Dimensions

People Management

Employee Relations Team comprising of National Employee Relations Officers and Casework Support Officer(s).

- Supporting the team through regular one to ones and annual appraisal
- Managing any sickness absence or team related issues
- Performance Management
- Ongoing support and development as required
- Monitor team productivity
- Promoting BDA values, goals, and objectives and promoting the importance of the TU in the BDA.
- Foster an inclusive, positive, and collaborative work environment amongst the team
- Support team members in emotional circumstances or cases, for wellbeing and professional growth.
- Continuously review processes for efficiency and effectiveness
- Displaying good leadership across the TU team and wider BDA.

Representation

- Provide senior representation for members, acting as the lead full-time trade union official for complex, sensitive and high-risk employment and professional matters across the UK.
- Provide advanced advice, guidance and training for trade union representatives, acting as a key point of contact for member queries and complaints where required.
- Represent the BDA in high-level employer meetings, partnership forums and strategic Employment Relations (ER) discussions with NHS, Health and Social Care (HSC) and local government stakeholders.
- Act as the senior point of escalation for case work and enquiries, resolving complex issues and urgent matters requiring senior-level judgement. Report any risks, threats or casework volume issues to the Director of TU & ER.



- Represent members in complex cases that may involve public, political or media interest.
- Prepare concise, high-quality briefings and recommendations to inform the Director, the Trade Union National Executive Committee (TUNEC), Country Boards and relevant committees on emerging workforce, ER and professional issues.
- Contribute to national lobbying, influencing and policy work on employment relations matters, ensuring the BDA's position is clear, evidence-based and aligned with strategic priorities.
- Act as advisory lead for designated employment relations areas (e.g., health and safety, equality or training), producing relevant guidance and materials.
- Provide training, mentoring and capability development for workplace representatives and colleagues to support consistent, effective member representation.
- Maintaining up to date and accurate records of case work in line with BDA processes.
- Working with the Director to authorise appropriate legal support for members when appropriate.

Relationship and Communication

- Build and maintain strong working relationships with BDA workplace representatives, fellow trade union officials, senior NHS/HSC HR and ER leaders, and other key stakeholders across all four nations.
- Act as a senior contact with external organisations as designated by the Director, representing the BDA in high-level discussions on employment relations, workforce issues and regulatory matters.
- Provide senior input and guidance at relevant BDA and trade union meetings where required, including TUNEC, the Annual Rep Conference and employment relations forums.
- Provide secretariat and expert support to national employment relations committees, sub-groups and task-and-finish groups, including drafting agendas, preparing papers and ensuring delivery of agreed actions.
- Lead or contribute to cross-team projects supporting the Trade Union function and the wider BDA strategic plan.
- Prepare clear, high-quality articles, briefings and guidance to inform members, strengthen understanding of employment rights and raise the profile of the BDA's trade union activity.
- Translate complex employment and regulatory issues into accessible guidance that supports members' understanding of their terms, conditions and workplace rights.

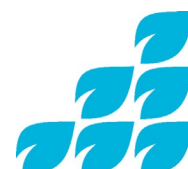
Initiative and Independence

- Represent the BDA as a senior official at national groups, forums and partnership meetings, articulating the BDA's position confidently and professionally.
- Lead collective bargaining and negotiation activity where delegated, engaging with employers, government bodies and sector partners on pay, terms and conditions.
- Exercise sound senior judgement on complex employment law, contractual and regulatory issues, making decisions that directly affect members' terms, conditions and professional standing.
- Analyse complex or incomplete information, identifying key issues, risks and options, and providing balanced, evidence-based recommendations.
- Apply employment law, trade union legislation and public-sector terms and conditions independently, including recognising nation-specific legislative and policy differences, operating with a high degree of autonomy.



Person Specification

Category	Essential	Desirable
Skills	• Excellent influencing, advocacy and negotiation skills. • Excellent presentation skills and confidence working with staff, members, employers and external partners. • Excellent listening and communication skills. • Ability to analyse complex information quickly and make sound, balanced judgements. • Strong problem-solving skills, with the ability to resolve developing or sensitive situations. • Ability to work under pressure, meet deadlines and manage competing priorities. • Emotional resilience and the ability to support individuals in distressing or high-stakes situations. • Ability to work independently, remotely and proactively, while contributing to a wider team. • Ability to motivate, mentor and guide workplace representatives. • Strong organisational skills, including coordinating complex activities and managing multiple cases. • High level of discretion and the ability to handle confidential information responsibly. • Ability to remain calm and professional in pressured or contentious environments. • Developed investigative skills. • Flexibility, adaptability and the ability to innovate. • Project management skills. • IT Skills – experience of using Microsoft office packages including word, excel and PowerPoint. • Experience of using membership systems for recording casework and reporting.	
Experience	• Experience of managing a team. • Significant experience working within a trade union environment. • Experience of casework and representation. • Direct experience representing members in complex casework, including dismissal, discrimination and Employment Tribunal processes. • Experience of interpreting and applying employment policies, procedures and contractual provisions.	• Experience within the NHS or wider health and social care system. • Experience of using CRM • Experience of building relationships with NHS professionals – HR & key stakeholders



	• Thorough and current experience of UK and European employment law. • Experience leading, supporting or working alongside lay representatives in a trade union context. • Demonstrated ability to make complex judgements based on employment and national legislation. • Experience motivating, supporting and developing members or representatives. • Experience of attending negotiating and bargaining meetings with a view to building strong industrial relations, working with multiple stakeholders.	
Knowledge	• Strong working knowledge of employment law and practice, ideally within a trade union setting. • Understanding of equalities legislation and its application to employment and workforce matters. • Commitment to maintaining and developing professional knowledge. • Awareness of professional and practice issues affecting dietitians and how these influence employment.	• Up-to-date knowledge of employment legislation, NHS policy frameworks and national agreements across the UK. • Training qualifications or equivalent experience. • Formal qualifications or training in employment law, industrial relations or a related field. • Knowledge of the roles of Equality and Learning Representatives within the trade union movement. • Degree-level qualification. • Knowledge of the dietetic profession. • Understanding of the work and processes of Employment Tribunals.

Changes:

This is a description of the job as it is presently constituted. It is the practice of the British Dietetic Association to examine job descriptions from time to time and to update them to ensure they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This will be conducted in consultation with you. As this is a new post review of the above will be in line with the strategic aims and objectives of the Trade Union priorities and wider BDA Strategic Objectives.

This job description is supported by annual objectives and performance standards to provide an indication of the level of performance expected from the role.

