

**UNISON
NORTHERN REGION
SECRETARY/TEAM ADMINISTRATOR (JOB SHARE)
REF: R4/41A**

JOB DESCRIPTION

Grade: 7

Hours: 14 per week working Monday and Tuesday 9.00a.m – 5.00pm.

Location: UNISON Northern – Newcastle Office

Job Purpose: To provide secretarial and administrative support to a team of Regional Organising staff.

Reports to: Regional Manager

Key tasks and Responsibilities

- Provide a full secretarial support service, as required – using the full range of UNISON’s IT applications.
- General office and clerical duties – reception, filing, internal/external post, diary management including liaison with employers, solicitors & other external agents/contacts, answering telephone queries, using & assisting in maintenance of Office equipment & machinery.
- Assist with the maintenance of UNISON’s membership and Case Management records and any other database applications.
- Provide administrative support for meetings including minute taking, word processing of agendas, minutes and standard letters.
- Provide Administrative support to the relevant Team and individual members of staff to ensure the efficient delivery of UNISON’s key objectives.
- Assist in providing basic advice and assistance on UNISON services and activities
- Assist the relevant Team in planning, preparation & delivery of Regional Recruitment & Organising initiatives.
- Provide support for local and national ballots and campaigns – as appropriate.
- Support efficient and appropriate mailing, distribution and communication links between Region, Branch and membership.
- Provide basic IT support to the relevant Team.
- Other duties commensurate with the Grade 7 Support Staff role.

**UNISON
NORTHERN REGION
SECRETARY/TEAM ADMINISTRATOR (JOB SHARE)
REF: R4/41A**

PERSON SPECIFICATION

UNISON is an equal opportunities employer, committed to providing equal opportunities regardless of race or ethnic origin, gender identity, family situation, sexual orientation, disability, religion or age. This person specification is designed to help members of Interviewing Panels judge the qualities of interviewees in a systematic and consistent way and in accordance with UNISON's equal opportunities policy. It is given to all job applicants for information.

Administrative

- Ability to provide comprehensive secretarial and administrative support at all levels
- Ability to draft/produce correspondence and other documentation.
- Experience of drafting agendas and recording and drafting minutes of meetings
- Experience of general office administration, including postal and telephone/reception duties.

Communications/ Co-ordination

- Ability to communicate clearly & precisely with a diverse range of individuals at all levels and using a range of methods including face to face, telephone and email, including experience of dealing with angry or upset clients both in person and by telephone
- Ability to work on own initiative and also as a team member, providing support to the team as and when necessary, using judgement, tact & diplomacy.

Specialist/ Technical

- Ability to touch type accurately at speed (50wpm or above)
- Ability to use Microsoft Office applications proficiently, including Word, Excel, Publisher, PowerPoint and Outlook, plus in house software packages such as CASE & BIS.

General/Other

- A knowledge of the Trade Union Movement, sympathy with its objectives and a willingness to participate in recruitment initiatives including recruitment of new members, and to partake of relevant UNISON Learning & Development opportunities.