

MEMBERSHIP CLERK/ GENERAL OFFICE ADMINISTRATOR

Post is part-time (28 hours per week) on Unison Grade 7
Four days 9.00 - 5.00 with some flexibility (finishing at 7pm occasionally)

Reports to: Branch Secretary

A. MAIN TASKS

1. Deals with membership applications:

- 1.1 Inputs information on RMS
- 1.2 Prepares membership list for Branch Council
- 1.3 Prepares input forms for Employer's Payrolls to start deductions
- 1.4 Sends welcome pack to new members (source information from affinity partners)

2. Keeps members records system up-to-date

- 2.1 Checks subs listings from employers to find leavers/movers etc and amend
- 2.2 Deals with telephone enquiries re membership and make amendments
- 2.3 Contacts Regional Office regarding workplace/employer updates and send direct debit forms to them monthly
- 2.4 Checks system for online joiners
- 2.5 Annually writes to employers to request re-banding to be undertaken to all members' salary bands. Undertake mailings to groups of members to update information on system.
- 2.6 Prepares labels for mailings.
- 2.7 Data cleansing

3. Administration of Branch Meetings

- 3.1 Books rooms for meetings and request time-off if necessary
- 3.2 Circulates agendas and minutes for each meeting
- 3.3 Keeps lists of representatives up-to-date
- 3.4 Takes Branch Council minutes at evening meetings and produces for distribution
- 3.5 Collates AGM Agenda and Report, arranges printing and distribution
- 3.6 Ensures deadlines are met according to the Branch Rules

4. Arranges election and attendance at Conferences and training courses

- 4.1 Seeks nominations for Branch representatives and delegates to National and Regional Conferences and other elected bodies, runs elections if necessary
- 4.2 Notifies management and requests time-off
- 4.3 Arranges accommodation and travel where necessary
- 4.4 Processes applications for training

B. OTHER TASKS

Maintaining branch website, Filing, photocopying, general word processing, answering the phone/emails, updating mailing lists, keeping Branch Calendar, placing print orders and assisting with large mailings.

GENERAL OFFICE ADMINISTRATOR/MEMBERSHIP CLERK

Job Specification

Purpose of the Job: to undertake day-to-day running of membership system eg inputting, mailing and reports. Making arrangements for conferences and training eg publicising, arranging travel, accommodation and time-off. Administration of Branch Meetings and AGMs eg minute taking, distributing agendas and associated paperwork. General clerical support.

Duties and Responsibility: as per job description

Candidate: will have own responsibilities within a team

Reports to: Branch Secretary

Working Hours: Part-time (28 hours over 4 days) 9-5 (1 hr for lunch), occasional working until 7 pm

Salary: £26,574 - £28,103 pro rata

Benefits: Pension Scheme

Probation: 6 months

Start Date: 1 June 2016

Person Specification

Job Knowledge/Qualifications (E=essential D=desirable):

5 GCSEs or equivalent including Maths and English (E)
Confident IT skills including excellent word processing (E)
Experience of maintaining databases (E)
Experience of customer service (E)
A level education or equivalent (D)
IT qualification (D)

Knowledge

Understanding role of trade unions (E)
General understanding of employment issues/equality and democracy (D)

Work Skills

Experience or organising and prioritising own workload to meet deadlines (E)
Experience of working effectively in a busy team environment (E)
Decision-making within guidelines (E)
Following policies and procedures (E)
Experience of giving basic advice and good telephone manner (E)
Evidence of dealing with people who are challenging (face to face or on telephone) (D)
Ability to draft letters and send standard letters (D)

General Skills/Personal Attributes

Ability to work accurately and systematically (E)
Ability to adapt to changing priorities (E)
Self-motivation (E)
Ability to hold confidential information (E)
Good communication skills - liaising with a wide range of contacts (E)
Experience of solving straightforward problems including practical problem solving, planning and organising meetings, travel etc (D)
Ability to lift light equipment/parcels and occasional use of step ladder (D)