

# UNISON

## Job Brief: Education Administrator

### Introduction

UNISON Eastern has developed a very successful education and training programme to enable our activists and members to develop their knowledge, skills and confidence to be effective within their union roles.

We are looking for a very capable and experienced administrator to ensure that the Eastern Region Education and Training Programme continues to be delivered as smoothly and efficiently as we have benefited from until now.

Shortlisted candidates will need to meet the person specification for the post and will be required to attend for a formal interview which will include questions based on the person specification and a test to determine ability with use of databases. UNISON uses a system called AMT which records a very wide range of activity in relation to training activity.

In addition to the job description and the person specification, candidates should make themselves familiar with the UNISON website which provides a broad range of information about the union, its' aims and values.

In addition, the following extra information about the post may be helpful.

The Education Administrator is responsible for:

- Planning dates, booking venues and resources for all activist and member education
- Processing applications, issuing joining instructions, and ensuring that materials are in the right place at the right time
- Ensuring that access needs are met for course participants and tutors
- Keeping up to date with current course materials and ensuring that the correct ones are used
- Maintaining accurate and up to date records on AMT and other UNISON systems.

**UNISON  
EDUCATION ADMINISTRATOR (FIXED TERM)  
EASTERN REGION  
REF: R1/35T**

**JOB DESCRIPTION**

Grade : 7

Location: Eastern Region, Chelmsford Office

Reports to: Regional Organiser, Activist Education Lead

Accountable to: Head of Corporate Services

**OVERALL SUMMARY**

UNISON provides a programme of courses to give activists and members the knowledge needed to work effectively in their UNISON roles and to take on cases at a branch level. This post provides the administrative support behind the organisation of the regional programme and delivery of courses.

**KEY TASKS AND RESPONSIBILITIES**

**Course administration**

- To operate and update the AMT system for all the region's courses
- To prepare and arrange for the despatch of all course materials
- To produce and distribute joining instructions to members for all courses
- To maintain a filing system for all courses
- To maintain the tracking system for ERA accreditation
- Stock control – ordering for all education materials and resources
- Organising refreshments, meals, layout of training rooms and equipment for all courses
- Attending courses where necessary, and subject to the approval of the line manager, to provide practical and admin support to tutors and to liaise with venues and providers

**Regional Education and Training Committee**

- Booking venues for meetings, organising minutes and agendas
- Attending the meeting as support for the Regional Organiser as necessary
- Take follow up action as required

## **Finance**

- Maintain Excel/AMT budget recording and monitoring system
- Complete requisitions and purchase orders for goods/services received
- Invoicing branches and processing payments
- Process invoices from suppliers
- Reconciliation of finance data from National Office finance section

## **Communication**

- Providing first line advice and assistance to members and activists as regards standard training enquiries
- Promote UNISON's education services and activities with members and activists
- Liaise with tutors, venues and suppliers about arrangements regarding courses
- Liaise with LAOS, Finance and Purchasing staff at national level and all staff within the region
- Provide advice to branches with regard to arrangements for in-house courses

## **General**

- Responsible for producing statistics from AMT and Excel for use by the region, Regional Organisers and RO (Education Lead) as and when required
- Develop administrative systems in response to changing developments in the Regional training programme e.g. Lifelong Learning

## **Specialist/Technical**

- Experience of Microsoft office especially Excel, Word and Outlook

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**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.

**Assessment code**

**A** – Application

**I** – Interview

**T**– Test (a short selection test is undertaken prior to panel interview)

<b>Skill</b>	<b>Selection Criteria</b>	<b>Assessment</b>
Thinking	<ul style="list-style-type: none"> <li>• Proven ability to plan and organise complex programmes of activity</li> </ul>	A, I
	<ul style="list-style-type: none"> <li>• Understanding of potential access requirements of course participants and tutors and ability to organise and implement solutions.</li> </ul>	A, I
Financial	<ul style="list-style-type: none"> <li>• Ability to record and monitor income and expenditure against the budget.</li> </ul>	A, I
Administrative	<ul style="list-style-type: none"> <li>• Ability to work to set deadlines and to agreed service levels.</li> </ul>	I
	<ul style="list-style-type: none"> <li>• Ability to manage the workload effectively and to handle competing priorities.</li> </ul>	I
	<ul style="list-style-type: none"> <li>• Ability to maintain filing and other information retrieval systems.</li> </ul>	A,I

Communications	<ul style="list-style-type: none"> <li>• High level ability to communicate verbally with branch officers, members, colleagues, suppliers.</li> <li>• Excellent written communication skills to produce materials that are accurate and of good quality, such as letters, minutes and short reports</li> </ul>	I  A,I
Organisation	<ul style="list-style-type: none"> <li>• Excellent office organisational skills to liaise with suppliers of meeting rooms, travel and accommodation services in order for meetings and training courses to be run effectively.</li> <li>• Ability to liaise with diverse groups of national office, regional and branch staff</li> </ul>	A,I,  I
Specialist / Technical	<ul style="list-style-type: none"> <li>• Skills in maintaining and creating spreadsheets with knowledge of using functions and data extraction.</li> <li>• High level skills with Word, Excel, and Outlook (Email).</li> <li>• Thorough understanding and experience of databases and how to maintain them.</li> </ul>	A,I, T  A,I,T  A,I
General	<ul style="list-style-type: none"> <li>• Commitment to and understanding of UNISON's aims and values</li> <li>• Commitment to and understanding of equal opportunities and the trade union and labour movement.</li> <li>• Ability to work as part of a team and on own initiative</li> </ul>	I  I

### **Other Information**

Please submit **three** copies of your completed application form.

Completed applications should be returned to Amanda Tickner, Head of Corporate Services, UNISON Eastern, Church Lane House, Church Lane, Chelmsford CM1 1NH quoting the reference number **R1/35T** or by email to [a.tickner@unison.co.uk](mailto:a.tickner@unison.co.uk).

**Completed application forms must be returned by 5pm on Monday 12 September 2016.**

**Interviews will take place on Wednesday 28 September 2016 in Chelmsford.**