

**UNISON  
SOUTH WEST REGION  
TEAM ADMINISTRATOR  
REF: R10/86**

**JOB DESCRIPTION**

**Grade:** Grade 7  
**Location:** Bristol Office

**Overall Summary**

- To provide administrative support within the South West Region, working as part an Area Organising team.
- To maintain confidentiality in relation to all aspects of the post.

**Key Tasks and Responsibilities**

**Specialist, Technical and Administrative**

- Provision of a full and effective administrative service.
- Dealing with emails and incoming post, responding appropriately and acknowledging new cases, liaising with all parties involved.
- Maintaining electronic diaries and filing systems (SharePoint)
- Setting up and maintaining case records using an electronic retrieval system.
- Checking membership details on the Regional Membership System (RMS) as appropriate.
- Organising, attending and servicing meetings/committees as required

**Communication**

- Liaising with members, regions, branches, colleagues and external bodies, as appropriate.
- Dealing with telephone and email enquiries from members and to provide general advice and guidance.
- General participation and some research on employment issues.

**Recruitment, Negotiation, Organising and Representation**

- Provide support and regularly assist with branch and regional recruitment events, including designing newsletters and leaflets.
- Participation in regional campaigns, ballots, conferences and seminars as appropriate

**General**

- Any other duties relevant to the overall responsibilities of the post.

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**PERSON SPECIFICATION**

UNISON is an equal opportunities employer, committed to providing equal opportunities regardless of race, marital status, gender, sexuality, disablement or age. This person specification is designed to help members of Interviewing Panels judge the qualities of the 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.

**Specialist, Technical and Administrative**

- Proven secretarial skills.
- Excellent word processing skills.
- Good working knowledge of relevant Information Technology applications – Microsoft Office.
- Proven experience in general administration.
- Excellent organisational skills.
- Ability to maintain up to date records on electronic databases – RMS and CASE

**Communication**

- Good written and verbal communication skills.
- Ability to service meetings

**Recruitment, Negotiation, Organising and Representation**

- To support and regularly assist with branch and regional recruitment events, including designing newsletters and leaflets.
- To participate in regional campaigns, ballots, conferences and seminars as appropriate

**Other**

- Proven ability to work as part of a small team and cope with a busy working environment.
- Good interpersonal skills.
- Ability to prioritise workload and work on own initiative and deal with conflicting priorities.
- Ability to maintain confidentiality.
- Flexible attitude and approach.
- Empathy with the aims and objectives of UNISON and trade union issues.

### **Other Information**

Please send three copies of completed application forms along with monitoring forms to Gill Gillett, Senior Team Administrator, UNISON, 1<sup>st</sup> Floor, Vintry Building, Wine Street, Bristol BS1 2BD or by email to [g.gillett@unison.co.uk](mailto:g.gillett@unison.co.uk) quoting **ref: R10/86**.

Completed application forms must be received by **Tuesday 18 April 2017**.

Interviews will take place on Tuesday 2 May 2017 in Bristol.