

**UNISON
CYMRU/WALES REGION**

**Facilities Management Clerk / Receptionist
JOB DESCRIPTION
(R11/63 & R11/87T)**

Grade: 9
Location: Cardiff Office
Reports to: Head of Corporate Services

Overall Summary

The postholder will be expected to undertake a range of clerical duties to ensure the smooth running of the office and the conference rooms, plus receptionist and mail administration.

Key Tasks and Responsibilities

- Welcoming visitors to the office
- Answering the office telephone line and directing calls as appropriate
- Passing on messages
- Distributing and sending faxes
- Opening, sorting and distributing the incoming mail
- Franking the outgoing mail
- Photocopying and keeping photocopiers stocked with paper
- Preparation and clearing of conference rooms
- Maintaining a booking procedure for the conference room
- Updating the Branch Secretaries list
- MCT New Joiner calls
- Any other general clerical duties as appropriate

**FACILITIES MANAGEMENT CLERK/RECEPTIONIST
PERSON SPECIFICATION
(R11/63 & R11/87T)**

UNISON is an equal opportunities employer, committed to providing equal opportunities regardless of race, marital status, gender, sexuality, disablement, creed or age. This Person Specification is designed to help members of interviewing panel's 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.

Administrative

- Ability to work as part of a team, assisting colleagues as necessary
- Ability to maintain files and deal with queries
- Good time management skills

Communication

- Good oral communication skills to liaise effectively with a wide range of internal and external contacts on the telephone
- Good written communication skills to take detailed, accurate messages

Specialist/Technical

- Ability to operate email and office machinery e.g., photocopiers, fax machine, franking machine, answer machine and switchboard
- Knowledge of Health and Safety practices, particularly manual handling
- To maintain computer-based records of Branch Secretary contact details, conference room bookings, display stands/equipment etc.

General

- Commitment to providing a high-quality support service
- Willingness to take on a wide range of clerical activities, some of which can be very fundamental e.g., moving furniture about in the conference rooms.