UNISON

**GREATER LONDON REGION**

 **CLERK**

**MATERNITY COVER - APPROXIMATELY 12 MONTHS (SUBJECT TO ONE MONTH’S NOTICE)**

**REF: R3/81T**

**JOB DESCRIPTION**

Grade: 9

Hours: 21 per week

Location: Greater London Region

Reports to: Admin Manager

**OVERALL SUMMARY**

The duties and responsibilities of this post are to provide vital support services to UNISON's membership and Regional staff.

**Key Tasks & Responsibilities**

**Specialist/Technical**

 Operation of Reception

 Operation of office machinery e.g.; photocopiers, fax, franking machines

 Assist with Region's administrative needs

**Communications/Co-ordination**

 Telephone contact with all levels of UNISON (National, Regional and Branch) staff.

 Telephone contact with members and employers and a wide range of external suppliers.

 Reception duties.

**Administrative**

 Maintain effective information retrieval systems.

 Ability to take and relay messages clearly.

 Mail room duties including opening, date stamping and distribution of post, franking and despatch of all post, collating and distribution of other mailings.

 General clerical/administrative functions (including bulk photocopying).

**General/Other**

 Work as part of an effective team of clerical staff covering each other when necessary.

 Occasional light lifting of materials.

**Completed application forms must be received by Regional Resources, UNISON Greater London Region, 1st Floor, Congress House, Great Russell Street, London WC1B 3LS by no later than 5pm Tuesday 2 May 2017.**

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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

* Operation of Reception
* Operation of office machinery e.g. photocopiers, fax, franking machines
* Assist with Region’s administration needs

**Administrative**

 Ability to create, maintain effective information retrieval systems

**Communications/Co-ordination**

 Ability to communicate orally with a wide range of internal and external contacts including suppliers

 Ability to deal sensitively with complaints

 Good written communication skills

**Specialist/Technical**

 Accurate keyboard skills (min 35wpm)

 Use various IT applications

 Experience of operating office machinery

**Other**

 Ability to work as an effective member of a team

 Ability to work to deadlines

 Reception experience

 General knowledge and commitment to the Trade Union Movement