

**UNISON East Midlands Region
JOB DESCRIPTION**

**Permanent Membership Services RMS Clerk – Grade 7
R2/58**

Salary:	£26,840 per annum
Hours:	35 hours per week
Location:	Nottingham
Reports to:	Regional Administration Manager
Accountable to:	Regional Administration Manager

Key Tasks and Responsibilities

Clerical / Administrative

- To work with UNISON's fully integrated national membership databases within an office-based team including:-
 - ◆ Processing of cheques and DOCAS listings;
 - ◆ Facilitate the use of WARMS by branches and advise on data processes and responsibilities;
 - ◆ Liaise with Organisers/Branches and National regarding the conduct and operation of ballots;
 - ◆ Oversee annual line count processes involving UNISON members;
 - ◆ Support the implementation of organisational changes arising with employers or branches;
 - ◆ Assist with the production of ad hoc reports using RMS and/or COGNOS;
 - ◆ To process Branch Officer and Steward accreditations.
 - ◆ Undertake any other functions arising from the operation of the UNISON membership database.
- To provide support, and liaise with, Branch RMS/WARMS Users (or specified contacts).
- To ensure the adherence to the requirements of the Data Protection Act in the entry and processing of membership information in accordance with UNISON policies and procedures. To ensure the use of standard documentation, eg application forms, membership cards, labels and standard letters in accordance with UNISON policies and procedures.

Communications, Co-ordination and Development

- To be responsible for dealing with UNISON members and branches regarding any membership or subscription enquiry. To be an effective source of communication and information in respect of matters related to UNISON membership.
- To be a point of contact for branches, members and staff concerning UNISON membership and provide information and assistance to branches via telephone, email and visits (where necessary).
- To be actively involved and participate in meetings in order to ensure the department's services are being delivered as effectively as possible.
- Participate in recruitment events as required.
- In conjunction with other appropriate staff, assist to develop the department's services in accordance with the strategic objectives of UNISON, both nationally and regionally.

General/Other

- ◆ To undertake other duties as directed by the Regional Head of RMS or appropriate manager which accords with the role and grade of the post.

**UNISON East Midlands Region
PERSON SPECIFICATION**

**Membership Services RMS Clerk – Grade 7
Post R2/58**

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.

Clerical / Administrative

- ◆ Excellent IT skills
- ◆ A general understanding and experience of working with database systems.
- ◆ A very high standard of accuracy in recording of information.
- ◆ Ability to work pro-actively using own initiative.
- ◆ Ability to work to deadlines.
- ◆ Ability to work under pressure.
- ◆ A high standard of numeracy.

Communications / Co-ordination (internal and external)

- ◆ Good communication skills (written and verbal) and a commitment to developing good communications and positive working relationships with members and colleagues within the Region, Branch and at National level and with outside organisations.
- ◆ Good telephone manner, demonstrating patience and understanding.
- ◆ Ability to work effectively with other staff and as part of a team.

General

- ◆ Ability to observe confidentiality.
- ◆ Awareness of the requirements of the Data Protection Act
- ◆ Knowledge of and empathy with the Trade Union Movement and the aims and values of UNISON.
- ◆ Commitment to providing quality services for members and Branches and meeting standards.
- ◆ Ability to travel across the region and to national office for the purposes of meetings and training.