

**UNISON
TELEPHONIST/RECEPTIONIST (PART TIME)
NORTHERN IRELAND REGION
REF: R5/20BT**

JOB DESCRIPTION

Grade	9
Hours	17.5 per week
Location	Belfast
Report to	Regional Administrator

OVERALL SUMMARY

The postholder will operate the regional switchboard and provide a reception service.

KEY TASKS AND RESPONSIBILITIES

Specialist/Technical

- Answering an regional switchboard and transferring calls to staff
- Knowledge of Direct Dial In (DDI) and voicemail systems
- Maintaining and distributing accurate speed dial lists
- Ability to use Microsoft Word and Excel
- Maintaining an electronic display unit.

Communication

- Greeting all visitors to the Belfast Office
- Dealing with queries from members and branches
- Referring callers to relevant staff, branches or Head Office as appropriate

Administration

- Opening and recording all post, date stamping and allocating to relevant staff
- Receiving and sending all faxes for Belfast Office and maintenance of incoming and outgoing fax books
- Maintaining the visitors book ensuring all visitors are signed in and out
- Receiving and signing for all incoming parcels and allocate to relevant staff
- Contacting activists and members in relation to participation in events
- Managing booking system for room hire
- Preparing and tracking both regional and room hire invoices
- Maintaining finance filing system
- Monitoring stationery stock and preparing and placing stationery orders
- Logging, reporting and tracking equipment faults
- Writing cheques as required
- Maintaining press clippings file
- Any other duties as required

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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.

The successful applicant will have the following skills and abilities:

Administrative

- Good experience of general administration
- Excellent interpersonal and organisational skills
- Good written and verbal communication skills
- Experience with invoicing and finance systems

Specialist/Technical

- Experience of using a multi line switchboard
- Word processing and Excel skills essential

General

- A flexible attitude and approach and the ability to prioritise
- Ability to use own initiative, be pro-active and work as part of a team
- Ability to maintain confidentiality
- Understanding the role of trade unions or similar organisations in dealing with members problems

OTHER INFORMATION

Closing date: **26 January 2018**

Completed application forms should be sent to:

Michele Bradford
Regional Administrator
UNISON
Galway House
4th Floor
165 York Street
BELFAST
BT15 1AL