

**UNISON**  
**Yorkshire and Humberside Region**  
**CLERICAL ASSISTANT**  
**R13/74T**

**Job description:**

Grade	9
Salary	£20,752
Hours	35 per week, Monday to Friday – standard office hours
Location	Y&H Regional Office, Leeds
Reports to	Area Organiser with responsibility for the Corporate Services function
Accountable to	Regional Secretary

**Overall summary:**

The post-holder will work as part of the Corporate Services Team and will be responsible for providing day to day clerical and general assistant support to the administration of the office.

**Key tasks and responsibilities:**

- To deal with incoming and outgoing mail
- To provide reception duties
- To deal with telephone enquiries and retrieving and dealing with messages left on the enquiry line
- To assist with the production and distribution of all outgoing mail including photocopying and scanning of documents
- To assist with the Regional archiving process
- To provide cover for the General Assistant in periods of absence or particularly busy times which will involve moving meeting tables and chairs
- To assist with the booking of meeting rooms, refreshments and lunch orders
- To ensure that good housekeeping practices are followed
- To undertake basic RMS data inputting duties
- To undertake simple copy typing
- To contribute to the development of effective communications and team working
- To ensure that working practices and relationships with members and staff promote and comply with UNISON's aims and policies, particularly concerning proportionality, fair representation and equal opportunities
- Any other duties appropriate to the general role of Clerical Assistant

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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

Specialist/Technical:

- Experience of dealing with a switchboard
- IT skills including Microsoft office

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.