

Job Brief: Administrator – Health

Introduction

1. UNISON is Britain's leading public services trade union, with over 1.3 million members working in the public services, private, voluntary and community sectors and in the energy services. We employ 1200 staff, approximately 370 at our national centre in Euston, central London and the remainder in our twelve regions across the UK, including Northern Ireland.

UNISON is the leading union in local government, the NHS , community and voluntary sector , education and children services and a range of private and public sector employers where we negotiate pay and terms and conditions of employment, promote equality and diversity and recruit and organise members in those areas.

UNISON is recognised as the leading union in the health with almost 450,000 members across a broad range of occupation in the NHS and other health providers. We have the lead role in negotiating, coordinating and organising national pay and conditions of service. We also lead on social partnership, setting standards and developing policy on workforce issues and industrial relations with employers.

In addition we provide occupational and professional support, information, advice and guidance and co-ordinate campaigning on a broad range of health issues linking these activities to the recruitment and organisation for members and their representatives.

The Team Administrator will provide a range of clerical and administrative support duties across all areas of the section.

The Role

- Provide an administrative/secretarial support service, as required, to the team – using UNISON's IT applications and relevant office equipment
- Maintain confidential files, databases and filing systems
- Draft correspondence, documents and agendas
- Follow committee procedures, conference deadlines and take minutes of meetings
- Book travel and accommodation for team members
- Diary management via MS Outlook
- Organise room bookings for internal and external meetings

- Liaison with other departments as appropriate

UNISON's Aims

The key aims of the union as detailed in our Rule Book seek to:

- i) Extend and promote our influence in the workplace and in the Community.
- ii) Promote, safeguard and facilitate participation by all members in the union's democracy, with special regard to women, members of all grades, black members, disabled members, lesbian, gay, bisexual and transgender members.
- iii) Provide effective standards of service in the areas of representation and advice, information to members on the work of the union, the provision of financial benefits and the maintenance of educational facilities for members.

Working Time

Hours of work will be 35 per week to be undertaken in accordance with UNISON's Flexible Working agreement.

UNISON
ADMINISTRATOR
HEALTH SERVICE GROUP
BARGAINING, NEGOTIATING & EQUALITIES
REF: BNE/90T

JOB DESCRIPTION

Grade: Grade 7

Hours: 35 per week

Location: UNISON Centre

Reports to: National Secretary

Job Purpose: To provide a full range of administrative and secretarial support to the team of staff in a defined service group.

Key Tasks and Responsibilities

1. Provide a secretarial support service, as required, to the Team – using UNISON's IT applications.
2. Maintain confidential files, databases and filing systems
3. Draft correspondence, documents and agendas
4. Follow committee procedures, conference deadlines and take minutes of meetings
5. Provide support for and regularly assist with recruitment events
6. Design documents, leaflets and newsletters
7. Answer queries and refer callers to appropriate parties
8. Provide information to members
9. Provide advice and guidance by phone, liaising with external providers on venues, printing etc. chasing people for information.
10. Prioritise work and deal with conflicting priorities
11. Organise seminars and conferences.
12. Refer problems with suppliers, conflicting priorities which cannot be solved.

13. Handle petty cash and cheques

14. Check and code member expenses and monitor expenditure

15. Deal with upset, distressed or angry members

16. To undertake other duties relevant to the overall responsibilities of the post

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Person Specification

UNISON is an equal opportunities employer, committed to providing equal opportunities regardless of race, marital status, 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 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.

- Proven secretarial skills.
- Excellent word processing skills.
- Good working knowledge and experience of relevant Information Technology applications.
- Proven experience in general administration.
- Excellent organisational skills.
- Good written and verbal communication skills.
- Ability to service committees and take minutes of meetings.
- To participate in national campaigns, ballots, conferences and seminars as appropriate.
- Proven ability to work as part of a team and cope with a busy working environment.
- Good interpersonal skills.
- Ability to prioritise workload and work on own initiative and deal with conflicting priorities.
- Ability to maintain confidentiality.
- Flexible attitude and approach.
- Empathy with the aims and objectives of UNISON and trade union issues.

OTHER INFORMATION

Please send 3 copies of the completed application form to Hanna Najeme, Health, UNISON Centre, 130 Euston Road, London, NW1 2AY or alternatively emailed to h.najeme@unison.co.uk, quoting the ref no: **BNE/90T**.

Completed application forms must be received by no later than **5pm on Friday 26 April 2019**.

Interviews will be held at UNISON Centre at the above address in London on 23 and 24 May 2019 and will include a skills test on Microsoft Office Packages.

UNISON is a dynamic, progressive union, committed to equality. We encourage men and women of all ages, Black and minority ethnic groups, disabled people, lesbian, gay, bisexual and transgender people to work with us.