

UNISON SCOTLAND REGION

HR CLERICAL ASSISTANT

REF: R7/90

JOB DESCRIPTION

Grade:	8
Salary:	24,757 (pro rata)
Hours:	17.5 hours
Location:	Glasgow
Reports to:	SMT Unit Manager
Accountable to:	Regional Secretary

Overall Summary

The post holder will join a team undertaking the day to day duties of maintaining UNISON's Regional Personnel data within the region.

Postholder to provide clerical and typing support within the Glasgow office.

Key Tasks and Responsibilities

- To manage time effectively and prioritise workload to achieve UNISON objectives

Clerical/Administrative

- To work with the integrated national database and provide support and liaison to staff (or specified contacts).
- Data entry/processing and working to the requirements of the Data Protection Act.
- To adhere to agreed policies and procedures utilising standard documentation.
- To process personnel information as required.
- Word processing, IT applications.
- Any other relevant clerical duties.

Communications/Co-ordination

- To maintain links and liaise with all staff and providers as required.

Development Strategies

- To assist, in conjunction with other appropriate staff, in ensuring that the department's services are continuously developed in accordance with the strategic objectives of UNISON nationally and regionally.
- To maintain good office practice and procedures.

Specialist/Technical

- Data processing and maintenance of records.
- To use IT applications in all aspects of work.
- To undertake word processing duties (50wpm)
- To organise & maintain Personnel files.

General/Other

- Any other duties appropriate to the general role of HR Clerk.
- Photocopying.
- Organise and maintain filing system.
- Processing incoming and outgoing mail.
- Provide refreshments as required.

HR CLERICAL ASISTANT 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 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.

HR Clerical/Administrative

- ❖ 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.
- ❖ An understanding of technical IT support.
- ❖ Knowledge of basic office procedures.
- ❖ Ability to assimilate information.

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 and external organisations.
- ❖ Good telephone manner, patience and understanding.
- ❖ Ability to work effectively with other staff and as part of a team.
- ❖ Ability to assist in delivery of training and learning support.
- ❖ Word processing skills and knowledge of IT systems and applications.

General

- ❖ Confidentiality.
- ❖ Knowledge of and commitment to 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 organise and maintain filing systems.
- ❖ Ability to work flexible and within teams.
- ❖ Ability to organise and prioritise workload.
- ❖ Ability to deal with processing mail/photocopying/filing.