

# UNISON

## Northern Ireland Region (Belfast office)

### RECEPTIONIST / CLERICAL ASSISTANT (Part time)

#### JOB DESCRIPTION

Grade	Clerk 9
Hours	17.5 per week
Location	Belfast
Report to	Regional Administrator
Accountable to:	Regional Secretary

#### OVERALL SUMMARY

The post holder will work as part of the administration support staff team and will be responsible for operating the regional switchboard and providing day to day reception and clerical support in relation to the administration of the office.

#### KEY TASKS AND RESPONSIBILITIES

##### Specialist / technical

- To operate a cisco regional switchboard and associated systems
- To maintain and distribute accurate contact and speed dial lists
- To operate reception information systems including an electronic display unit.
- To receive visitors/members/deliveries in the Reception area and to respond appropriately.
- To use UNISON data bases and bespoke packages.

## **Financial**

- To keep accurate records of all financial transactions as appropriate.
- To assist with the maintenance of and ordering of office supplies/ stationery/equipment etc.
- To prepare and track both regional and room hire invoices
- To maintain finance filing system
- to assist with other financial packages as required

## **Administration**

- To assist with general clerical duties.
- To provide support to the wider team as required.
- To process mail and maintain accurate records.
- To record and track visitors as part of Health & Safety and premises security.
- To receive and process incoming supplies.
- To maintain contact with members and external organisations.
- To operate the room booking system.
- To monitor stationery stock and place stationery orders.
- To log, report and track equipment faults

## ***Communication/Co-ordination***

- To be first point of contact for all visitors
- To process calls from members and branches
- To contribute to the development of effective communications and Team working.
- To ensure that UNISON's values are reflected in all communications

## **Development/Strategic**

- To assist in conjunction with other appropriate staff the development of communications and smart use of data bases.

## **General/Other**

- To comply with all GDPR requirements
- To ensure confidentiality of personal and other sensitive information is maintained in accordance with legal requirements and UNISON policies.
- Any other duties appropriate to the general role of Receptionist / Clerical Assistant.

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#### **PERSON SPECIFICATION**

UNISON is an equal opportunities employer, committed to providing equal opportunities regardless of race, marital status, gender, sexuality, disablement or age (up to 65). 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 UNISONs equal opportunities policy. It is given to all job applicants for information.

#### **Communications/Co-ordination (Internal and External)**

- An ability to work under pressure and to tight deadlines.
- An ability to prioritise and organise your own workload.
- Good communication skills (written and verbal) and a commitment to developing good communications and positive working relationships with members, activists and colleagues within the region, at national level and with external organisations.
- A good telephone manner, patience and understanding.
- Ability to work effectively as part of a team.
- Ability to motivate yourself and willingness to undertake training

#### **Financial/Clerical/Administrative**

- A high standard of accuracy.
- Good IT skills including the use Microsoft Word, Excel, other IT packages and bespoke financial packages.

## **General**

- 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.
- Ability to work under pressure and to work to deadlines.