

**UNISON South West  
DESCRIPTION  
Team Administrator**

**JOB DESCRIPTION**

**Grade:** Grade 7  
**Salary:** £28,343 pa  
**Hours:** Full time - 35 hours per week  
**Location:** Wareham Office UNISON South West  
**Accountable to:** Regional Administration Manager

**Overall Summary**

- To provide secretarial and administrative support within the South West Region
- To maintain confidentiality in relation to all aspects of the post.

**Key Tasks and Responsibilities**

**Specialist, Technical and Administrative**

- Provision of a full and effective secretarial service including using Outlook email and calendar functions, and electronic filing systems.
- Dealing with incoming post, replying with appropriate literature and standard letters, acknowledging new cases, and liaising with all involved parties.
- Setting up and maintaining case records using an electronic retrieval system.
- Checking membership details on RMS database as appropriate.
- Attending and servicing meetings/committees as required

**Communication**

- Liaising with members, regions, branches, colleagues and external bodies, as appropriate.
- Dealing with telephone enquiries from members and to provide general advice and guidance.
- General participation and some research on employment issues.

**Recruitment, Negotiation, Organising and Representation**

- Provide support and regularly assist with branch and regional recruitment events, including designing newsletters and leaflets.
- Participation in regional campaigns, ballots, conferences and seminars as appropriate

**General**

- Any other duties relevant to the overall responsibilities of the post.

**UNISON South West Region  
PERSON SPECIFICATION  
Team Administrator– Grade 7**

**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 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.

**Specialist, Technical and Administrative**

- Proven secretarial skills.
- Excellent audio and word processing skills essential.
- Good working knowledge of relevant Information Technology applications – Microsoft Office.
- Proven experience in general administration.
- Excellent organisational skills.
- Maintain up to date records on databases – RMS and CASE

**Communication**

- Good written and verbal communication skills.
- Ability to service meetings

**Recruitment, Negotiation, Organising and Representation**

- To support and regularly assist with branch and regional recruitment events, including designing newsletters and leaflets.
- To participate in regional campaigns, ballots, conferences and seminars as appropriate

**Other**

- Proven ability to work as part of a small 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.