

UNISON

WEST MIDLANDS REGION

JOB SHARE RECEPTIONIST / CLERICAL ASSISTANT

REF: R12/70B

JOB DESCRIPTION

Grade:	9
Salary:	£22, 794 pa pro rata
Hours:	14 per week – Mondays and Tuesdays
Location:	Regional Centre, 24 Livery Street, Birmingham.
Reports To:	Information Systems Manager
Accountable To:	Regional Secretary

Overall Summary

The post holder will work as part of the Support Staff Team and will be responsible for providing day to day Reception and Clerical support in relation to the administration of the office.

Key Tasks and Responsibilities

- Deal with incoming calls, understanding clearly the intention of the caller to ensure correct routing of the call or the necessity to take a message.
- To operate the Text Telephone system.
- To receive visitors/members/deliveries in the Reception area and to respond appropriately.
- To be responsible for meeting room and training room bookings.
- Operation of Overtime and Duty Office rota's
- Maintain reception information systems

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.

Administration

- To assist with general Clerical duties in relation to photocopying, basic use of IT systems, simple copy typing.
- To provide cover for the other Clerical staff in periods of absence.
- To ensure that good housekeeping practices are followed.

Communication/Co-ordination

- To order and maintain supplies of reception stocks.
- To assist in dealing with telephone enquiries.
- To ensure that confidentiality of personal and other sensitive information in accordance with legal requirements and UNISON policies are maintained.
- 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.

Development/Strategic

- To assist in conjunction with other appropriate staff that services are continually developed in accordance with the strategic objectives of UNISON Nationally and Regionally.

General/Other

- Any other duties appropriate to the general role of Receptionist / Clerical Assistant.

Other Information

Please send completed application forms together with Recruitment and Disability Monitoring Forms to w3@unison.co.uk, or post to UNISON, 24 Livery Street, Birmingham, B3 2PA quoting the ref: **R12/70B**

Closing date for applications: Sunday 25 July 2021

Interviews will take place either via Microsoft Teams on Thursday 19 August 2021.

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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.

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 within the Regional and other outside Departments.
- An ability to work under pressure and work to tight deadlines, prioritise and organise own workload and at times negotiate with staff appropriate priorities.

Organisational/Managerial

- Ability to motivate oneself.
- Ability to work effectively with other staff and as part of a Team.

Financial/Administrative

- A high standard of accuracy in the performance of recording information.
- A methodical and thorough approach with regard to maintaining good housekeeping practices.
- Basic keyboard skills.

Specialist/Technical

- A general understanding and some experience of using office equipment.
- Knowledge of and commitment to aims and values of UNISON.