

**UNISON  
NORTH WEST REGION  
TEAM ADMINISTRATOR  
REF: R6/150**

**JOB DESCRIPTION**

**Grade:** Grade 7  
**Salary:** £27,329  
**Hours:** 28 per week  
**Location:** UNISON North West Region – Regional Centre, Manchester  
**Reports to:** Regional Manager

**Overall Summary**

- To provide secretarial and administrative support either to a team of Regional Organising Staff or to members of the Regional Management Team.
- 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.
- Dealing with emails and incoming post, responding appropriately and acknowledging new cases, liaising with all parties involved.
- Maintaining electronic diaries and filing systems (SharePoint)
- Setting up and maintaining case records using an electronic retrieval system.
- Checking membership details on the Regional Membership System (RMS) as appropriate.
- Organising, attending and servicing meetings/committees as required

**Communication**

- Liaising with members, regions, branches, colleagues and external bodies, as appropriate.
- Dealing with telephone and email 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.

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

**Communication**

- Good written and verbal communication skills.
- Ability to service meetings
- Experience of dealing with angry or upset clients both in person and by telephone
- Good Interpersonal skills

**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 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.