

**UNISON EAST MIDLANDS
TEAM SUPPORT WORKER
NOTTINGHAM OFFICE
REF: R2/102**

JOB DESCRIPTION

Grade:	Grade 7
Salary:	£29,778
Hours:	35 hours per week
Location:	UNISON Regional Office – Nottingham
Reports to:	Team Manager or designated Supervisor within the Team
Job Purpose:	To provide a full range of administrative, clerical, secretarial and IT support to the Organising Team.

Duties include:

1. Provide administrative, secretarial and clerical support to the team, using UNISON's IT applications.
2. Drafting and distributing correspondence, publicity material and other information, as directed. The postholder will be required to sign mail in absence of correspondee.
3. Provide committee and administrative support for meetings including booking and arranging venues, preparation of agendas, minute taking.
4. Provide IT support to the team and branches using Microsoft and other appropriate software packages.
5. Input, update and maintain UNISON's Replacement Membership System (membership database RMS), CASE management and other systems. Extract statistical information as required.
6. Assist Organisers in the preparation for and delivery of work identified by branch assessments.
7. Assist the team in the briefing/up-date of branches, as required, on regional processes, campaigns and recruitment and organising activities.
8. Participate in arranging and attendance at recruitment and organising activities and events as required.
9. Responding to telephone enquiries from a wide range of internal and external bodies including providing basic advice and assistance on UNISON services and activities to members.

10. Provide support for local and national ballots and campaigns, as appropriate.
11. Provide general office and clerical duties – filing, brought forwards, internal/external post, calendar appointments and booking of meeting rooms.
12. Use of photocopiers and other office equipment.
13. Support efficient and appropriate mailing, distribution and communication links between region, branch and membership e.g., steward networks, user group lists etc.
14. Provide relief reception cover as required including duties such as answering door and directing visitors, placing orders with external companies as appropriate.
15. The post holder may be required from time to time to carry out similar duties, or work for other teams that are commensurate with the grade and role.

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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 opportunity policy. It is given to all job applicants for information.

1. Ability to provide comprehensive secretarial and administrative support at all levels.
2. Proficient in using IT applications including knowledge of Microsoft Office applications, Word, Excel, PowerPoint and Outlook, accurate keyboard skills required.
3. Experience and knowledge of using membership and other data base systems, ability to update, extract and present information from systems.
4. High standard of literacy and presentational skills.
5. Ability to draft correspondence, newsletters and other documentation.
6. Experience of drafting agendas and recording and drafting minutes of meetings.
7. Be able to respect the need for confidentiality.
8. A high standard of both written and verbal English in order to communicate effectively.
9. Ability to communicate with a diverse range of individuals at all levels and using a range of methods including face to face, telephone and email. Including experience of dealing with angry or upset clients both in person and by telephone.
10. Possess a sympathetic and understanding telephone manner.
11. Take and relay messages efficiently.
12. Ability to work on own initiative on day-to-day duties without constant supervision and also as a team member, providing support to the team as and when necessary.
13. Ability to work methodically including planning ahead and prioritising work to meet deadlines.

14. Experience of general office administration, including postal, filing systems, phone and mailbox rota duties.
15. Maintain diary and meeting schedules.
16. Maintain, develop and operate chaser systems.
17. Knowledge of the trade union movement and sympathy with its objectives.