

UNISON

SUPPORT STAFF TEAM MEMBER

UNISON: There for You

Ref: RMG/14T

JOB DESCRIPTION

Grade: 7

Location: UNISON Centre, Euston Road, London

Reports to: Service Support Team Leader

OVERALL SUMMARY:

To provide an effective office administration and casework support service for the welfare team and to the Head of the Charity.

To deliver a high quality, point of contact service to UNISON members and other stakeholders.

KEY TASKS & RESPONSIBILITIES:

Assist with the delivery of an effective point of contact customer support service ensuring resolution of enquiries, complaints and requests for services at the earliest possible opportunity.

Provide information on services and assistance, basic benefit advice and signposting to other sources of help.

To be aware at all times of the impact information or advice provided can have on the wellbeing of members in difficulty.

Refer complex enquiries and to know when it is appropriate to do so.

Assist in maintaining database applications including the electronic case management and file archiving systems and, produce statistical reports as appropriate.

Provide admin support to the welfare team and, to the Head of the Charity, to ensure the efficient delivery of UNISON There for You's key objectives.

Provide casework support following agreed procedures and criteria including prioritising applications, verifying membership, sourcing documentation, writing letters etc.

Assist with a broad range of general office and clerical duties such as filing, brought forwards, meeting arrangements, ordering office supplies and other goods, distribution of materials for conferences and events.etc.

Assist in planning and co-ordinating delivery of various programmes including volunteer training.

Occasionally attend UNISON events to exhibit and promote There for You.

Assist in organising and servicing of meetings including circulation of papers, minute taking and follow up action.

Assist in organising events including the delivery of the charity's Annual General Meeting, seminars, as well as provide support for branch and regional welfare events as appropriate.

Meeting attendance and participation in projects as required.

Attend training as necessary in order to meet changing needs, new technology developments and service requirements.

To undertake any other duties appropriate to the grade relevant to the key tasks and responsibilities identified above.

**UNISON WELFARE SUPPORT TEAM MEMBER
PERSON SPECIFICATION AND SELECTION CRITERIA**

UNISON is an equal opportunities employer, committed to providing equal opportunities regardless of race or ethnic origin, gender identity, family situation, sexual orientation, disability, religion or age. This person specification is designed to help members of an interviewing panel judge the qualities of 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.

Assessment code

A: application

PI: interview

ST: selection test

	SELECTION CRITERIA	ASSESSMENT
1. Thinking	<p>1.1 Willingness and ability to work with colleagues at all levels in the organisation as well as external organisations</p> <p>1.2 Ability to work unsupervised once a task has been explained and the ability to prioritise between competing deadlines.</p> <p>1.3 Exceptional organisational and admin skills and a systematic approach to work, following established office procedures, with an attention to detail and accuracy.</p> <p>1.4 Numeracy skills</p>	<p>A & PI</p> <p>A, PI & ST</p> <p>A, PI</p> <p>A, PI</p>
2. Interpersonal & Communication	<p>2.1 Experienced in and confident of working in a customer-focused environment where expectations are high</p> <p>2.2 Exceptional communication skills, with an excellent telephone manner.</p> <p>2.3 Ability to handle difficult enquiries and respond in a controlled, sensitive and empathetic way giving advice and information within the scope of the role.</p> <p>2.4 Ability to carry out tasks on a flexible basis as required by the Team Leader and Head of Charity</p> <p>2.5 Ability to stay calm under pressure and work in a considerate manner</p>	<p>A & PI</p> <p>A & PI</p> <p>A & PI</p> <p>A & PI</p> <p>A & PI</p>
3. Initiative & independence	<p>3.1 Experience and ability to manage own workload effectively and to handle competing priorities e.g.</p> <ul style="list-style-type: none"> • Decision making within guidelines • Following policies and procedures • Escalating problems when appropriate <p>3.2 Experience of prioritising and managing a high</p>	<p>A & ST</p> <p>A & PI</p>

	<p>volume of data input</p> <p>3.3 Ability to work to set targets and agreed service levels giving close attention to detail.</p>	A & PI
4. Resource management	<p>4.1 Experience of personal planning including:</p> <ul style="list-style-type: none"> • Time management • Working to calendar event plans <p>4.2 Working with management and as part of a team to ensure key operational activities are met.</p>	<p>A & PI</p> <p>A & PI</p>
5. Physical skills (with DDD modification where necessary)	<p>5.1 Keyboard skills (a substantial part of the working time is spent processing data)</p> <p>5.2 Occasional light lifting and packaging of materials</p>	<p>A</p> <p>A</p>
6. General knowledge & experience	<p>6.1 Comprehensive and up to date knowledge of office systems, ICT packages including Microsoft Office suite.</p> <p>6.2 Experience of working in a support service environment offering help via phone, email etc</p> <p>6.3 Experience in use of contact databases including generating data reports</p> <p>6.4 Appreciation of the need for confidentiality and sensitivity handling personal data, in line with policies.</p> <p>6.5 Ability to take minutes, draft agendas and carry through actions.</p> <p>6.6 An understanding of:</p> <ul style="list-style-type: none"> • the role of the voluntary sector and grant giving charities • UNISON's aims and values • Data protection and confidentiality <p>6.7 Learning and Development: can demonstrate continuous personal learning development</p> <p>6.8 Occasional travel and overnight stays</p> <p>6.9 An understanding of and commitment to the principles of equality and fairness</p>	<p>A ST</p> <p>A & PI</p> <p>A & PI</p> <p>A & PI</p> <p>A</p> <p>A</p> <p>A</p> <p>A</p> <p>A & PI</p>