

UNISON

Scotland Region

RMS Clerk

JOB DESCRIPTION

Grade: 7
Location: Edinburgh
Reports to: Office Manager

Overall Summary

The post holder will be a member of a team responsible for undertaking the day to day duties of maintaining the UNISON Membership System (RMS) and any other membership/subscription databases as required.

Key Tasks and Responsibilities

Clerical / administrative

- To work with this fully integrated national membership/subscription database within the RMS office based team
- Data entry/processing and working to the requirements of the Data Protection Act as outlined within the approved RMS desk guides.
- To adhere to agreed policies and procedures utilising standard documentation e.g. Application forms, labels, reports and letters.
- To process branch officer and steward accreditations.
- Support branches and organiser colleagues in the use of membership systems as required.
- Processing of subscription income as required and maintaining accurate financial records.
- Liaise with managers regarding the conduct and operation of ballots.
- Support the implementation of organisational changes arising with employers or branches.
- Assist with the production of ad hoc reports using RMS.
- Undertake any other functions arising from the operation of the UNISON membership database.
- To cover for reception and switchboard as and when required.
- Opening and processing mail received in the team.
- Assisting with producing bulk mailings.

Communication/co-ordination

- To be responsible for dealing with all membership subscription enquires, including banding and reconciling membership income for your area.
- To be a point of contact for branches, members and staff concerning UNISON membership and provide information and assistance to branches and staff via telephone, email and visits (where necessary).
- To be involved and participate in team meetings in order to ensure the department services are continuously developing and improving.
- Participate in recruitment events as required.

General/other

- To assist, in conjunction with other appropriate staff, in ensuring that the departments services are continuously developed in accordance with the strategic objectives of UNISON nationally and regionally.
- To undertake other duties as directed by managers which accords with the role and grade 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.

Clerical/Administrative

- A General understanding and experience of working with database systems.
- A very high standard of accuracy in recording of information.
- Ability to work pro-actively using own initiative.
- Ability to work to deadlines.
- Ability to work under pressure.
- A high standard of numeracy.
- Excellent IT skills, including advanced excel skills, and an understanding of technical IT support.

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 region, at national level and with outside organisations.
- Good telephone manner, patience and understanding.
- Ability to work effectively with other staff and as part of a team.
- Ability to assist in delivery of training and learning support.

General

- Ability to observe confidentiality.
- Awareness of the requirements of the Data Protection Act
- Knowledge of, and commitment to, the trade union movement and the aims and values of UNISON.
- Commitment to providing quality services for members and branches and meeting standards.
- Ability to travel for the purposes of meetings and training.