

**UNISON NI**  
**Team Support Worker**

**JOB DESCRIPTION**

Grade: Grade 7

Salary: £32,535

Hours 35 hours per week

Location; UNISON Regional Office – Belfast

Reports to: Senior Secretary

Job Purpose: To provide a full range of administrative and secretarial support to the Regional Management Team (RMT) and other staff teams as required.

**Key tasks and Responsibilities**

- Provide administrative support to the RMT and others to ensure the efficient delivery of UNISON's key objectives. This includes the proficient use of ICT applications and databases as appropriate, such as UNISON's:
  - Membership system (RMS)
  - Case management system (CASE)
  - Online conferencing system (OCS)
  - Any other systems as required.
- Assist with general office and clerical duties, including filing, brought forwards, internal/external post, diary management, reception cover and dealing with staff, branch and general queries.
- Co-ordinate and make travel arrangements for the RMT, other staff members and UNISON activists as required.
- Provide support on regional education, learning and organising processes as required.
- Provide administrative and organisational support for meetings, conferences and events. This includes booking and preparation of venues; setting up rooms and equipment; delivering hospitality as required; preparing and distributing agendas, standard letters and minutes; minute-taking and organising and circulating supporting papers.
- Assist with outreach and providing information to branches, members, external bodies and the public on UNISON process, services and activities. This will necessitate proficiency in the use of a variety of communication tools including post, telephone, text, email, websites, social media and other online platforms.
- Participate in member recruitment, organising and campaigning activities as required.
- Provide support for local and national ballots and campaigns as appropriate.

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### **PERSON SPECIFICATION**

#### **Introduction**

UNISON is the biggest public sector trade union in the UK, with over 1.3 million members working in the public services, private, voluntary and community sectors. We employ 1200 staff, approximately 370 at our national centre in Euston, central London and the remainder in our twelve regions across the UK, including Northern Ireland. The Northern Ireland Region has a membership of 45,000 people and 28 branches.

UNISON is an equal opportunities employer. 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.

#### **ADMINISTRATIVE**

- Ability to maintain accurate records, ICT and information retrieval systems
- Ability to prioritise own work
- Good time management skills

#### **COMMUNICATIONS/CO-ORDINATION**

- Planning and organising meetings and events
- Good oral communication skills to liaise effectively with a wide range of internal and external contacts on the telephone.
- Good written communication skills to take detailed, accurate messages and compose routine correspondence.
- Ability to work as part of a team of administrative and other staff, assisting and covering colleagues as necessary
- Good inter-personal skills, including experience in dealing with people who are angry or upset.
- Experience of effectively working in a team environment.

#### **SPECIALIST/TECHNICAL**

- Fast, accurate keyboard skills
- Minutes and note taking skills
- Ability to use a variety of ICT packages and online communication tools including Word, Excel, Canva, Publishing, Adobe and bespoke ICT packages.
- Ability to operate office equipment (photocopiers, scanners and switchboard)

#### **GENERAL/OTHER**

- Experience of practical problem solving
- Commitment to providing high quality administrative support
- Commitment to the aims and objectives of the trade union movement
- Commitment to the principles of equality and democracy