

# UNISON

## WEST MIDLANDS REGION

### Team Administrator REF R12/49

#### **JOB DESCRIPTION**

Grade:	7
Salary:	£34,162 per annum
Hours:	35 per week
Location:	Birmingham
Reports to:	Administrative Systems Manager
Accountable to:	Regional Secretary

#### **Overall Summary**

The post holder will undertake an extensive range of secretarial and administrative duties for Regional Organisers (and members of the Regional Management Team as required) including the use of all aspects of information technology systems and UNISON systems.

#### **Key Tasks and Responsibilities**

- Providing a secretarial support service, as required, to a Team, Committees and Individuals – using UNISON's IT applications.
- Maintaining and co-ordinating diaries, arranging meetings and travel arrangements.
- Drafting letters and other correspondence.
- Following committee procedures, arranging meetings, preparing agendas and taking minutes.
- Dealing with a wide range of telephone and email enquiries from internal and external sources, making an initial response and referring to appropriate parties.
- Being involved with Casework by supporting the Regional Organiser on his/her cases and providing basic advice and assistance on UNISON services and activities.
- Maintaining confidential files, databases, filing and general office systems and developing a range of office systems.
- Working as part of a team and assisting other colleagues in the office as appropriate.
- Providing support for regional campaigns, ballots (including telephoning members)
- Supporting regional and branch recruitment activities.

#### **General**

Any other duties relevant to 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, creed 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.

#### **Administrative**

- Excellent organisational and administrative skills.
- Ability to draft/produce correspondence and other documentation.
- Experience of drafting agendas, recording and taking minutes in line with committee procedures and conference deadlines.
- Organise seminars and conferences.
- Proven experience in general administration and good time management skills.
- Ability to create, record and track documentation.
- Ability to prioritise own workload on own initiative and deal with conflicting priorities.

#### **Communication**

- Ability to communicate clearly and precisely with a diverse range of individuals at all levels and using a range of methods including face to face, telephone and email.
- Answer questions and refer callers to appropriate parties.
- Good written communication skills to take detailed, accurate messages and compose routine correspondence.
- Liaising with stakeholders including UNISON members and other external parties, such as councillors, Labour Party members and MPs as appropriate.
- Experience of dealing with angry or upset clients both in person and by telephone.
- Ability to work within a team, providing support to the team as and when necessary, using judgement, tact and diplomacy.
- Good interpersonal skills.

## **Specialist/Technical**

- Fast, accurate keyboard skills.
- Ability to use Microsoft Office applications proficiently.
- Ability to maintain and update online information systems.
- Deal with members' enquiries including accessing appropriate databases to provide initial information or advice.

## **General**

- Ability to maintain confidentiality.
- Commitment to providing a high quality secretarial support service.
- Flexible attitude and approach.
- Ability to support and regularly assist with branch and regional recruitment events.
- Willingness to participate in regional campaigns, ballots, member direct calling, conferences and seminars as appropriate.
- Empathy and understanding of the aims and objectives of UNISON and trade union issues.