

**UNISON  
Scotland**

**Team Leader**

**Glasgow Office**

**JOB DESCRIPTION**

Grade:	Grade 6
Hours:	35 per week
Location:	Scottish Region – Glasgow Office
Reports to:	Head of Corporate Services

**Job Purpose:**

The line management of a range of support staff, to provide a full range of secretarial and administrative support to the Regional Management Team; provide IT support to the Region.

**Duties to include:**

1. Provide comprehensive secretarial and administrative support to the Regional Management Team. Draft and distribute correspondence, publicity material and other information as directed.
2. Provide committee and administrative support for a number of meetings including booking and arranging venues, preparation of agendas and minute taking.
3. Be the regional IT contact and provide IT support to the staff of the region using appropriate software.
4. Line manage a range of support staff including undertaking annual development reviews and regular one to one meetings as well arranging and attending peer to peer meetings.
5. Assist the Head of Corporate Services in appropriate matters relating to the corporate services functions. Management of the Regional Office building and ancillary services
6. Ensure office processes and protocols are adhered to developing new procedures when necessary
7. Liaising with Human Resources
8. Overseeing the Region's Complaints processes
9. Supporting the staff recruitment and interview process
10. Assist Teams in the briefing/update of branches, as required, on regional processes, campaigns and recruitment and organising activities.
11. Participate in recruitment and campaign events as directed by the Head of Corporate Services and Regional Secretary.
12. Provide basic advice and assistance on UNISON services and activities to branches and members.
13. Provide general office and clerical duties which could include file management, internal/external posts, calendar maintenance, switchboard relief.
14. Support efficient and appropriate mailing, distribution and communication links.
15. The postholder may be required to carry out similar duties 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 interviewee in a systematic and consistent way and in accordance with UNISON's equal opportunities policy. It is given to all job applicants for information.

**Communication Skills**

Ability to present information in written or oral form in a clear and concise manner.  
Ability to communicate effectively with both staff and members at all levels.  
Ability to work on own initiative and also as a team member.  
Excellent interpersonal skills, specifically in dealing with difficult situations.  
Ability to maintain confidentiality at all times.

**Administrative**

Proven administrative skills, experience and knowledge of all office procedures.  
Proven experience of committee administration and related organisational requirements.  
Proficiency in using a variety of IT applications, data systems, word, excel, outlook, powerpoint and the web.

**Management**

Ability and experience to manage a range of support staff, allocate work, carry out regular one to one meetings, annual development reviews and identify any training needs.

**Specialist and technical**

Ability and knowledge of a variety of IT systems and applications including an ability to update and maintain data systems.

**Organisational**

Ability to prioritise own work and work without supervision.  
Ability to manage, supervise and coach staff.

**General/Other**

Commitment to and an understanding of equal opportunities,  
Knowledge, commitment to and an understanding of UNISON's aims and values and of trade unions.