

UNISON
SECRETARY / ADMINISTRATOR
HEALTH SERVICE GROUP
BARGAINING, NEGOTIATING & EQUALITIES
REF: BNE/40

JOB DESCRIPTION

Grade: Grade 7

Hours: 35 per week

Location: UNISON Centre

Reports to: National Secretary

Job Purpose: To provide a full range of administrative and secretarial support to the team of staff in a defined service group.

Key Tasks and Responsibilities

1. Provide a secretarial support service, as required, to the Team – using UNISON's IT applications.
2. Maintain confidential files, databases and filing systems
3. Draft correspondence, documents and agendas
4. Follow committee procedures, conference deadlines and take minutes of meetings
5. Provide support for and regularly assist with recruitment events
6. Design documents, leaflets and newsletters
7. Answer queries and refer callers to appropriate parties
8. Provide information to members
9. Provide advice and guidance by phone, liaising with external providers on venues, printing etc. chasing people for information.
10. Prioritise work and deal with conflicting priorities
11. Organise seminars and conferences.
12. Refer problems with suppliers, conflicting priorities which cannot be solved.

13. Handle petty cash and cheques

14. Check and code member expenses and monitor expenditure

15. Deal with upset, distressed or angry members

16. To undertake other duties relevant to the overall responsibilities of the post

UNISON
SECRETARY / ADMINISTRATOR
HEALTH SERVICE GROUP
BARGAINING, NEGOTIATING & EQUALITIES
REF: BNE/40

Person Specification

UNISON is an equal opportunities employer, committed to providing equal opportunities regardless of race, marital status, gender identity, family situation, sexual orientation, disability, religion 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.

- Proven secretarial skills.
- Excellent word processing skills.
- Good working knowledge and experience of relevant Information Technology applications.
- Proven experience in general administration.
- Excellent organisational skills.
- Good written and verbal communication skills.
- Ability to service committees and take minutes of meetings.
- To participate in national campaigns, ballots, conferences and seminars as appropriate.
- Proven ability to work as part of a team and cope with a busy working environment.
- Good interpersonal skills.
- Ability to prioritise workload and work on own initiative and deal with conflicting priorities.
- Ability to maintain confidentiality.
- Flexible attitude and approach.
- Empathy with the aims and objectives of UNISON and trade union issues.