

UNISON

MEMBER LIAISON CO-ORDINATOR

MEMBER LIAISON UNIT

REF: EXO/15T

JOB DESCRIPTION

Grade: 6

Hours: 35 per week

Location: UNISON Centre

Reports to: Head of Member Liaison Unit

Overall Summary

The Member Liaison Coordinator will be part of the Member Liaison Unit. Their role will be to process complaints; administer ballots for industrial action; deal with subject access requests under the GDPR; and administer UNISON Rule I hearings.

Key Tasks and Responsibilities

Administrative

- Input, retrieve and amend information held on databases/systems.
- Manage and maintain complaints and litigation files.
- Maintain other office filing systems.
- Maintain statistics for monitoring purposes.
- Assist with elections processes as appropriate.
- Carry out other administrative tasks as directed by the head of unit.
- Regular use of Microsoft Outlook, SharePoint, Word and Excel.
- Assist with the administration of the union's Industrial Action Committee.

Financial

- Process bills for payment.

- Track and monitor expenditure on litigation, ballots and other areas as directed by the unit head.

Communications (Internal)

- Process complaints from members including correspondence with complainants
- Communicate with branches, regions and national staff on complaints; litigation cases and data protection using email, telephone and letter.
- Communicate with regional and national staff on administering ballots.
- Communicate with regional and national staff on administering Rule I hearings.
- Communicate with members of the National Executive Council on industrial action.
- Communicate with Rule I panel members.
- Communicate with members subject to the Rule I process.
- Process feedback and comments from members, potential members and the general public.
- Answer email queries from members, potential members and workplace representatives.
- Deal with challenging phone calls from angry or distressed members.
- Participate in unit meetings and any other meetings as required by the unit head.

Communications (external)

- Communicate as appropriate with complainants' representatives eg MPs.
- Advise contact centre staff on processing member complaints and queries.
- Liaise with the union's appointed scrutineer and returning officer.
- Communicate as appropriate with the union's agent solicitors.

- Communicate as appropriate with external service providers including the union's insurers and their legal team.
- Liaise with other trade unions, organisations, and suppliers who have queries about member liaison.

Development

- Assist in developing business processes within the unit.
- Assist in the development of complaints and feedback procedures and guidelines.
- Assist in the development of IT systems used to manage the unit's work areas.
- Assist with the drawing up and implementation of processes and plans for the effective administration of ballots.

Specialist/Technical

- Operate as appropriate project planning tools eg Microsoft Project.
- Update the contact centre script/information database as appropriate.
- Operate the union's membership system including producing reports and data extracts.
- Operate any electronic logging systems.
- Use the web to research member queries.
- Draft documentation (for the head of unit) of cases where complainants seek a review of their complaint.
- Advise branches and staff on the correct procedures for running industrial action ballots.
- Draft timetables for local industrial action ballots.
- Produce voting papers, ballot and action notices for industrial action ballots.
- Administer subject access requests under the GDPR.
- Administer Rule I hearings in line with the union's rules and procedures.

General

- Provide appropriate services to members and branches in line with the union's objectives.
- To work at all times in line with the union's aims and objectives on equality.

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PERSON SPECIFICATION AND SELECTION CRITERIA

UNISON is an equal opportunities employer, committed to providing equal opportunities regardless of race or ethnic origin, gender identity, family situation, sexual orientation, disability, religion or age. This person specification is designed to help members of interviewing panel judge the qualities of 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.

Assessment code

A – application

As– assessment

PI – panel interview

Heading	Selection criteria	Assessment
1. Administrative	1.1 Ability to input retrieve and amend information on databases.	A, PI
	1.2 Ability to maintain office filing systems.	A, PI
	1.3 Ability to maintain statistics.	A, PI
	1.4 Ability to administer committees.	A, PI
	1.5 Ability to use Microsoft Outlook, SharePoint, Word and Excel.	A, PI
	1.6 Ability to carry out general administrative tasks.	A PI
2.Communication	2.1 Ability to communicate with branches, regions and national staff on detailed matters such as complaints, litigation cases and data protection using email, telephone and letter.	A, PI
	2.2 Ability to deal with challenging phone calls from angry or distressed members.	A, PI

	2.3 Ability to liaise with external partners such as the union's appointed scrutineer, agent solicitors and insurers.	A, PI
3. Development	3.1 Ability to assist in the development of internal business processes and IT systems (as a user).	A, PI
4. Specialist and technical	4.1 Ability to write summary reports/timelines from detailed documents.	A, PI
	4.2 Ability to extract and summarise key information from large files.	A, PI
	4.3 Ability to draft detailed letters based on information in detailed and large files.	A, PI
	4.4 Ability to plan timetables based on strict deadlines.	A, PI
	4.5 Ability to prioritise and plan own workload to tight deadlines.	A, PI
5. General	5.1 Ability to work at all times within the union's aims and objectives on equality.	A, PI
	5.2 Ability to provide services to members and branches in line with the union's objective's objectives.	A, PI