

UNISON

EAST MIDLANDS REGION

Team Supervisor

Ref: R2/41

JOB DESCRIPTION

GRADE:	Grade 6
HOURS:	17.5 hours per week
REPORTS TO:	Regional Administration Manager
ACCOUNTABLE TO:	Regional Administration Manager

OVERALL SUMMARY:

The person appointed will be expected to undertake an extensive range of secretarial duties working as a Team Supervisor within the Regional Office.

KEY TASKS AND RESPONSIBILITIES

MANAGERIAL

- To provide managerial support to the Core Administration Team. Post holder will be required to maintain adequate staffing levels, supervise and manage staff; to include the provision and authorisation of leave for secretarial staff.

ADMINISTRATIVE

- Provide committee and administrative support for meetings including booking and arranging venues, preparation of agendas, minute taking.
- Secretarial and related organisational duties to Regional Managers and team members.
- Maintaining and co-ordinating diaries and meeting schedules.
- Making bookings for hotels, including travel arrangements.
- Preparation of draft letters.
- Signing of mail in absence of correspondee.
- Dealing with different levels of correspondence.

- Opening and sorting post.
- Maintain core regional digital filing.
- Word processing (audio/copy).
- Committee administration to include the preparation of minutes and agendas.
- Maintaining personnel records including annual leave.
- Providing secretarial services to other officers during the absence of other members of the secretarial Staff, under the direction of the Regional Admin Manager.
- Maintaining and developing a range of office systems, including filing systems.
- To assist Regional Managers in team meetings, to include minutes and associated agendas.
- Working as part of the support staff team undertaking a range of team activities designed to provide resources for the membership, e.g. general mailings, telephone cover where necessary.

COMMUNICATIONS/CO-ORDINATION (INTERNAL AND EXTERNAL)

- Responding to telephone enquiries from a wide range of internal and external bodies and making initial response.
- Contacting members of the Union and a wide range of external organisations.

DEVELOPMENT/STRATEGIC

- Research/project work.

SPECIALIST/TECHNICAL

- The post holder will be required to operate word processing and other information technology systems. Appropriate training will be given on current systems in use.
- The post holder must be experienced in the use of various office equipment.

GENERAL/OTHER

- The post holder will be required to have a high degree of knowledge in both written and verbal communication levels of the English language to effectively communicate with employers, members and other outside bodies.
- A great deal of initiative in the day-to-day duties is involved within this post and the post holder should be able to carry out office routines without continual instruction. The post holder will be required to work under own initiative.
- Involvement within the office professional activity will require a high degree of discretion, confidentiality, initiative and self-reliance.
- It would be advantageous for the postholder to have a knowledge of the trade union movement and be sympathetic with its objectives.
- The post holder may be required from time to time to carry out similar duties that are commensurate with the grade and role.

TRAINING

- Training may be required in the following areas: -
 - Supervisory training - team leading
 - Information technology and its applications (i.e. spreadsheets)
 - Time management

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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 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.

MANAGERIAL

- Ability to provide line managerial support to Secretarial team.
- Ability to organise own workload and to work as part of a team.
- High degree of discretion and confidentiality.
- Ability to work under pressure and balance priorities.

ADMINISTRATIVE

- Ability to undertake committee administration including the preparation of minutes and agendas.
- Excellent secretarial skills including audio typing.
- Ability to carry out a range of administrative activities.
- Ability to devise and maintain effective office systems.

COMMUNICATIONS/CO-ORDINATION (INTERNAL AND EXTERNAL)

- Ability to communicate internally and externally with a range of different bodies/organisations.
- Ability to present ideas and information in a written and oral form in a clear and succinct manner.

DEVELOPMENT/STRATEGIC

- Ability to research information and produce reports using appropriate information technology.

SPECIALIST/TECHNICAL

- Ability to use word processing and other information technology systems.
- Experience in the use of various office equipment.

GENERAL/OTHER

- Experience of working in a pressurised environment.