

STAFFORDSHIRE UNISON

JOB DESCRIPTION

Branch Administration Support Assistant

Grade:	8 (Sp pts U10 – U12)
Salary:	£26,010 pa on a scale rising by annual increments to £27.442 pa pro rata Term Time only (as at 1 st January 2021)
Hours:	20 hours per week over 5 days Monday to Friday Term Time Only plus 3 weeks during main summer schools' closure with flexibility to cover staff in periods of planned absence.
Location	Staffordshire Branch of UNISON
Reports to:	Branch Office Manager
Accountable to:	Branch Secretary / Branch Executive Committee

Overall summary

To provide administration support in the Branch Office as part of a team. To assist the Branch Office Manager in the day-to-day administration of the Branch Office. In the absence of the Branch Office Manager to determine, prioritise and co-ordinate the administration tasks and ensure appropriate staff cover to enable the efficient running of the Branch Office.

To maintain confidentiality in relation to all aspects of the post.

Key Tasks and Responsibilities

Specialist, Technical and Administrative

- Provision of a full and effective general administration including using all aspects of Microsoft Office, Outlook email and calendar functions, WordPress, UNISON database, Branch call management system and electronic filing systems.
- To be able to co-ordinate and prioritise administration tasks in the absence of the Branch Office Manager.
- To maintain accurate membership data including regular data cleansing exercises on the Branch Membership database and liaise with Regional Office and Employers to ensure the accuracy of membership information on the UNISON Membership system.
- Co-ordinate communications associated with membership, passing information between Regional Office/Employers and members.

- To produce database reports and send out information in response to enquiries.
- Assist with the design of circulars, newsletters and other publications to activists and members.
- Assist with updating the Branch website & Social Media based on materials/correspondence submitted by Region/Head Office/Branch Officers
- Undertake general administrative/clerical tasks, ensuring work is completed effectively, e.g., photocopying, scanning, filing, computer input and retrieval and assisting with ballot counts.
- Drafting letters from Branch Officer/activists notes.
- Dealing with incoming post and enquiries, replying with appropriate literature and standard letters, acknowledging new cases, and liaising with all involved parties.
- Drafting Agendas and typing minutes as instructed.
- Attending and servicing meetings/committees as required.
- Maintaining case records and filing using an electronic retrieval system.
- Booking Conference delegations and travel and hotel accommodation
- Banking deposits when required and dealing with Petty Cash.
- Send out application forms, legal forms and membership benefits information on request.
- Provide support and regularly assist with branch and regional recruitment events.
- To provide cover for other clerical/reception staff in periods of absence.
- To ensure the confidentiality of personal and other sensitive information in accordance with legal requirements and UNISON policies are maintained.

Communication

Follow guidelines for call handling and security procedures. Remain calm and focussed to analyse and respond to the caller's needs.

- Dealing with telephone enquiries from members and to provide general advice and guidance on membership enquiries.
- Deal with distressed/angry callers in a professional manner.
- To prioritise members requests for assistance by severity/urgency of the problem and advise members of Branch protocol with regard to the Branch response times.
- To circulate information to activists and members in accordance with Branch protocol.

- Liaising with members, regions, branches, colleagues, and external bodies, as appropriate.
- To contribute to the development of effective communications and team working.

Recruitment, Negotiation, Organising and Representation

- To provide support and assistance with Branch recruitment events.

General

- To ensure that working practices and relationships with members and staff promote and comply with UNISON's aims and policies.
- Any other duties relevant to the overall responsibilities of the post.

Staffordshire Branch of UNISON

Branch Administration Support Assistant 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 Panels 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.

Criteria	Essential	Desirable	Stage Measured
Training & Qualifications	Educated to GCSE level or equivalent Standard English and Maths Proficiency with Microsoft packages Understanding of GDPR	Word, Excel, Outlook,	Application Form References Interview
Experience	Proven general office experience Team and lone working experience ICT skills Problem solving skills	Customer services skills Website administration (training will be provided) Use of WordPress Database Experience	Application Form Interview
Communication and relationship skills	Ability to develop good working relationships Demonstrate effective written and verbal communication skills Produce timely accurate written / electronic records and documents	Ability to deal with conflict resolution	Application Form References Interview
Analytical and Judgement skills	Prioritise member enquiries and escalate them to the relevant colleague. Understand the importance of confidentiality Ability to identify own learning needs		Application Form References Interview

Planning and organisation skills	Demonstrate an ability to prioritise own workload Recognise, prioritise and respond appropriately to urgent situations Demonstrate effective time management skills Demonstrate effective resource management		Application Form References Interview
Physical skills	Physically able to perform the full range of admin duties Dexterity and accuracy in undertaking use of equipment and documentation Able to undertake manual handling manoeuvres		Application Form References Interview
Other	Flexible and adaptable Enthusiastic and motivated Reliable Conscientious Effective		References Interview

Other Information

The closing date for applications is **5th November 2021 at 4.30pm.**

Completed applications should be sent to Ann-Marie Davies, 56 Eastgate Street, Stafford, ST16 2LY or email ann-marie@staffsunison.org.uk

Shortlisted candidates will be invited to attend a formal interview at the Branch Office w/c 15th November 2021.

We warmly welcome candidates to call into the Branch Office or telephone us for further information about the vacancy prior to the selection/interview process. If you would like to explore this option, please contact Ann-Marie Davies on 01785 245000 or via email ann-marie@staffsunison.org.uk