

## UNISON SOUTH EAST

### TEAM SUPPORT WORKER – WOKING OFFICE

#### JOB DESCRIPTION

Grade:	Grade 7
Salary:	£34,162
Hours:	35 hours per week
Location:	UNISON Regional Office - Woking
Reports to:	Administration Manager

Job Purpose: To provide a full range of administrative, clerical, secretarial and IT support to the Regional Management Team (RMT) and other staff teams as required.

Duties include:

1. Provide administrative, secretarial and clerical support to teams to ensure the efficient delivery of UNISON's key objectives, including drafting and distributing correspondence, publicity material and other information, as directed.
2. Provide administrative and organisational support for meetings, conferences and events. This includes booking and preparation of venues; setting up rooms and equipment; delivering hospitality as required; preparing and distributing agendas, standard letters and minutes; minute-taking and organising and circulating supporting papers.
3. Provide IT support to the Team and Branches using Microsoft and other appropriate software packages. Maintain and update the Regional web site as directed.
4. Input, update and maintain UNISON's ICT applications and databases as appropriate, such as UNISON's:
  - Membership system (RMS)
  - Case management system (CASE)
  - Online conferencing system (OCS)
  - Any other systems as required.
5. Assist Regional Manager and other staff in the administration of finance, personnel and other administrative duties.
6. Maintaining accurate records connected to lay member expenses and accounts, Team budget and the regional office.

7. Assist Team in the co-ordination and support of Branches in the preparation and submission of Annual Membership Returns, in liaison with Regional/National specialised staff.
8. Assist Teams in the briefing/up-date of Branches, as required, on Regional processes, campaigns and recruitment and organising activities.
9. Participate in arranging and attendance at recruitment and organising activities and events as required.
10. Provide basic advice and assistance on UNISON services and activities to members.
11. Provide support for local and national ballots and campaigns, as appropriate.
12. Provide general office and clerical duties – filing, brought forwards, internal/external post, diary appointments, switchboard relief etc.
13. Support efficient and appropriate mailing, distribution and communication links between Region, Branch and Membership e.g. steward networks, user group lists etc.
14. Provide site support services e.g. ordering stationery, publicity supplies, office provisions and liaison with service providers on basic contract standards.
15. The post holder may be required from time to time to carry out similar duties that are commensurate with the grade and role.

## UNISON

### SOUTH EAST REGION

#### TEAM SUPPORT WORKER - PERSON SPECIFICATION

UNISON is an equal opportunities employer, committed to providing equal opportunities regardless of race, marital status, gender, sexuality, disablement or age (up to 65). 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 opportunity policy. It is given to all job applicants for information.

- Ability to provide comprehensive secretarial and administrative support at all levels
- Proficient in using IT applications including knowledge of Microsoft Office applications, Word, Excel, PowerPoint and Outlook, accurate keyboard skills required.
- Experience and knowledge of finance and accounts systems and processes
- Experience and knowledge of using membership and other data base systems, ability to update, extract and present information from systems.
- Ability to draft correspondence, newsletters and other documentation. Experience of drafting agendas and recording and drafting minutes of meetings
- Ability to communicate with a diverse range of individuals at all levels and using a range of methods including face to face, telephone and email. Including experience of dealing with angry or upset clients both in person and by telephone
- Ability to work on own initiative and also as a team member, providing support to the team as and when necessary
- Experience of general office administration, including postal, filing systems, stock ordering, phone and mailbox rota duties
- A knowledge of the Trade Union Movement and sympathy with its objectives are desirable