**Somerset Local Government & Community and Somerset Health Branches**

**Branch Office Manager**

**JOB DESCRIPTION**

Grade: Grade 6

Salary: £39,303 to £41,582 per annum, pro rata based on FT 35 hour week

Hours: 21 hours per week

Location: UNISON Branch Office, Taunton

Reports to: Branch Secretaries

**Overall Summary**

The post holder’s main job role is to manage the joint branch office including the line management of a range of Branch staff. To ensure provision of comprehensive support to the Somerset Health and Local Government & Community Branches.

**Key Tasks and Responsibilities**

Key tasks and responsibilities appropriate to this post are listed below.

**Office Management**

* Responsibility for managing Branch staff members.
* Support Branch Secretaries with staff performance management and capability issues.
* Ensure office processes and protocols are adhered to. Implementing improved processes where necessary.
* Introduction and implementation of new workplace policies in conjunction with the branch secretaries.
* Ensure payroll and pensions enrolment processes in place.
* Arrange targeted distribution of branch communications received from regional and national office, including service group circulars, conference bulletins, campaigns updates, training and education courses and updates.
* Coordinate the production of regular branch newsletters, ballots, surveys and publicity materials, as directed by branch officers/ convenors.
* Manage content on Teams, website and social media accounts, including confidential spaces for branch officers and reps.
* Maintain stocks of UNISON publications and publicity materials
* Maintain branch records and filing system for key documents, including minutes of committees, contracts, licences, correspondence
* Maintain GDPR compliance within all office systems and processes.
* Manage procurement and allocation of equipment, inc IT and office installations.
* Maintain asset register, including petty cash, laptops and mobile phones.
* Act as branch point of contact for office building security, cleaning and other support services.
* Ensure office and staff health and safety standards are met, including system of incident reporting and risk assessments.

**Organising and Casework Support**

* Maintain branch office distribution lists of reps for each employer and sector/ service group, to support branch officer and convenor communications.
* Maintain branch officer and rep training records, inc production of reports to branch committee.
* Provide member mapping and bulk email/ text communications support for collective issues, including formal consultations/ negotiations activity and group claims.
* Assist the branches with maintaining ballot-readiness in key employers, including regular data-cleansing and membership updates.
* Ensure accurate and up-to-date maintenance of the Case management system (Case web)
* Provide casework status reports and key monitoring data to branch and steward committees.
* Support branch secretaries and convenors with allocation and monitoring of representation duties.
* Maintain office library of agreements and policies for each employer.
* Recording and management of member queries.
* Overseeing the Branch complaints processes
* Participate in recruitment and campaign activities as directed by the Branch Secretaries.

**Other**

* Provide general office and clerical duties, as required including support for a number of meetings including booking and arranging venues, preparation of agendas and minute taking.
* Provide basic advice and assistance to members on UNISON services and activities, as required.

Any other duties relevant to the key tasks and responsibilities identified above. There may be occasions to work in the evening or at the weekend for which time off in lieu will be available.

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**Branch Office Manager**

**PERSON SPECIFICATION**

UNISON Somerset Local Government and Community and Health Branches ar 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 (up to 65). This person specification is designed to help members on the 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 (those elements in bold will be used in the first long list. Only those candidates who best meet both the highlighted and all other criteria will be shortlisted).**

**AC–- assessment centre**

**PI – panel interview**

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| **Heading** | **Selection criteria** | **Assessment** |
| **1.** **Knowledge and Skills** | Understanding of basic employment law and use of employer policies and procedures  Proven administrative skills, experience, and knowledge of all office procedures.  Proficiency in using a variety of IT applications, data systems, word, excel, outlook, PowerPoint and TEAMS  Ability and experience to manage a range of support staff, allocate work, carry out regular 1:1 meetings, annual development reviews and identify training needs. | A & Pl |
| **2.** **Interpersonal and Communication** | Ability to present information in written or oral form in a clear and concise manner.  Ability to communicate effectively with both staff an members at all levels.  Experience of dealing sensitively with people who may be upset or angry  Ability to maintain confidentiality at all times. | A & PI |
| **3. Initiative and Independence** | 3.1 Experience of organising and prioritising own workload  3.2 Ability to work on own initiative and as a member of a team.  3.3. Ability to manage, supervise and coach staff. | A & PI |
| **4. Physical Skills** *(*with DDA modification where necessary*)* | 4.1 Keyboard skills | A |
| **5.** **General knowledge** | 5.1 An understanding of and commitment to the principles of equality and democracy  5.2 A general understanding of employment issues  5.3 An understanding of the role of trade unions and the social and political environment in which the union operates | A & PI  A & PI  A & PI  A |