

UNISON

YORKSHIRE & HUMBERSIDE REGION

Team Administrator REF R13/57

JOB DESCRIPTION

Grade: 7

Salary: £34162 per annum

Hours: 35 per week

Location: Leeds

Reports to: Head of Corporate Services via the Senior Team Administrator

Overall Summary

The post holder will undertake an extensive range of comprehensive secretarial and administrative duties including the use of all aspects of IT systems and UNISON systems.

Key Tasks and Responsibilities

- To provide a range of administrative and secretarial support to regional organising staff
- To maintain confidentiality in all aspects of the role
- Maintain and co-ordinate calendars, arrange meetings and travel arrangements.
- Draft letters and other correspondence.
- Organise, attend and service meetings/events including taking minutes and notes and following up on agreed actions
- Deal with a wide range of telephone enquiries from internal and external sources and make an initial response and when necessary, providing general advice and guidance
- Use of the full range of computer based services, including word-processing, spreadsheets, e-mail and use of the Intranet and Internet to make straightforward enquiries.
- Being involved with Casework by supporting the Regional Organiser on their cases and providing basic advice and assistance on UNISON services and activities.
- Maintain and develop a range of office systems, including electronic filing (sharepoint), scanning, photocopying and printing.
- Work as part of a team and assist other colleagues in the office as appropriate including cover for reception
- Provide support for regional campaigns, ballots and the organisation of conferences and seminars, as required
- Support recruitment activities, as determined by the Regional Management Team, and assist with the recruitment and retention of members.
- Participate in regional campaigns, ballots, conferences and seminars as required
- Any other duties relevant to the overall duties of the post

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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, creed 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.

Administrative

- Ability to provide comprehensive secretarial and administrative support.
- Ability to draft/produce correspondence and other documentation.
- Experience of drafting agendas and recording and drafting minutes of meetings.
- Experience of general office administration and good time management skills.
- Ability to maintain accurate records and information retrieval systems, including setting up and maintaining filing systems.
- Ability to prioritise own work.

Communication

- Ability to communicate clearly and precisely with a diverse range of individuals at all levels and using a range of methods including face to face, telephone and email.
- Good written communication skills to take detailed, accurate messages and compose routine correspondence.
- Experience of dealing with angry or upset people both in person and by telephone.
- Ability to work on own initiative and also as a team member, providing support to the team, using judgement, tact and diplomacy.
- Good interpersonal skills.

Specialist/Technical

- Fast, accurate keyboard skills – minimum 50 wpm.
- Ability to use Microsoft Office applications proficiently, including Word, Excel, Publisher, PowerPoint and Outlook.
- Ability to maintain up to date records on electronic databases e.g. membership systems and CASEWEB.
- Deal with members' enquiries including accessing appropriate databases to provide initial information or advice.

General

- Ability to maintain confidentiality.
- Commitment to providing a high quality secretarial and administrative support service.
- Ability to support and regularly assist with branch and regional recruitment events.
- Willingness to participate in regional campaigns, ballots, conferences and seminars as appropriate.
- Empathy with the aims and objectives of UNISON and trade union issues.

Other Information

Please send completed application forms together with Recruitment and Disability Monitoring Forms to y_hpersonnel@unison.co.uk quoting the ref: **R13/57**.

Closing date for applications: **5pm Wednesday 31 July**

It is anticipated that Interviews will take place at our Leeds office on Thursday 15 August.