

## **North Somerset UNISON**

### **JOB DESCRIPTION**

**Job title – Branch caseworker  
North Somerset UNISON branch office  
NSC Level 6 equivalent**

#### **1. JOB PURPOSE**

To provide advice, representation, support and guidance to members of the branch, primarily those employed within the care, Multi Academy Trusts and private sector.

#### **2. PROFILE**

To carry out a range of activities within existing branch routines and procedures. The post holder is required to work independently and unsupervised for much of the time and is required to engage directly with members and employers.

#### **3. DUTIES AND RESPONSIBILITIES**

Act as a first point of contact for members in the care and private sector - to provide representation in employment processes and advice, support and guidance to members on workplace issues, employment law and other UNISON services.

Provide representation and support to individual members experiencing difficulties in their workplace on matters such as: grievances, disciplinary and Ill-health processes.

Ensure access to the full range of support and services provided by UNISON.

Maintain an up to date working knowledge of the key provisions of employment law and UNISON policies.

Ensure the accurate and secure maintenance of member's records, including case files and on the case management system, ensuring compliance with GDPR and safeguarding requirements.

Participate in any agreed training considered relevant to the post.

Undertake any other duties commensurate with the post.

Be aware of and understand UNISON's Equality Policies and ensure, at all times, that the duties of the post are carried out in accordance with policy.

Ensure compliance with all Health and Safety legislation and associated codes of practice and authority policies.

#### **4. ORGANISATION**

North Somerset branch of UNISON consists of members, branch officers, workplace representatives and an office administrator. The core branch officers, with delegated

operational responsibility for the branch, are Chair, Secretary and Treasurer. The Branch Executive meets monthly and acts as the branch steering group. Core branch decisions are made at the Annual General Meeting by the membership.

## **5. SUPERVISION AND WORK PLANNING**

The post holder will work unsupervised most of the time, using specialist knowledge gained via training and experience. They will work unsupervised most of the time with regular contact with and advice from the Branch Secretary who is their line manager. Work will be allocated by the Branch Secretary, via the Branch Administrator. Advice and support are readily available but, at times, the postholder will need to make decisions, based upon defined procedures, in the absence of a supervisor.

## **6. QUALIFICATIONS AND EXPERIENCE**

See attached person specification.

## **7. JOB CONTEXT**

The post is essential to provide representation to UNISON members who do not have a workplace representative. This is primarily those in the care and private sector and schools.

## **8. SCOPE FOR IMPACT**

The postholder provides advice, representation, support and guidance to members of the branch where there is no representative. Judgement is required in order to identify which enquiries need to be referred to regional office, generally after consultation with the Branch Secretary but, immediately, if they are not available.

## **9. CONTACTS**

Branch officers, workplace reps, members, and employers.

## **10. GENERAL**

This job only contains the main duties relating to this post and does not describe in detail the tasks required to carry them out.

## **11. Special Notes or Considerations**

Much of the work undertaken within North Somerset UNISON is of a highly confidential and sensitive nature. The postholder must, at all times, maintain confidentiality and should be aware that, given the nature of the services provided by North Somerset UNISON they may on occasions be exposed to information that they may find upsetting.

<b>PERSON SPECIFICATION</b>		
<b>ASSESSMENT CRITERIA</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>QUALIFICATIONS</b>	5 GCSEs at grades A*-C including maths and English or equivalent	Passed union-related training courses
<b>WORK RELATED EXPERIENCE AND ASSOCIATED VOCATIONAL TRAINING</b>	<p>Experience of representing union members on a variety of issues.</p> <p>Experience of working in an office environment and dealing with enquiries</p> <p>Experience of working independently in order to support individuals</p>	Accredited trade union representative
<b>JOB RELATED SKILLS</b>	<p>Good representation and advocacy skills.</p> <p>Knowledge of trade unions and employment law.</p> <p>Efficient office skills.</p> <p>Knowledge and experience of ICT software packages such as Microsoft Office Suite.</p> <p>Customer care skills.</p> <p>Ability to work independently</p>	
<b>PERSONAL SKILLS</b>	<p>Ability to work in a team and to share workloads.</p> <p>Ability to work on own initiative without close supervision.</p> <p>Ability to recognise personal and professional boundaries and seek advice when appropriate</p> <p>Good interpersonal skills</p> <p>Good time management</p>	Understanding of GDPR and safeguarding requirements

	<p>and multi-tasking skills</p> <p>Able to maintain confidentiality.</p>	
<b>OTHER</b>	<p>Commitment to the aims and objectives of the trade union movement</p> <p>Ability to travel to workplaces across North Somerset</p>	<p>Good understanding of UNISON processes and structures</p>