**UNISON Essex**

 **PERSON SPECIFICATION**

 **Branch Administrator**

UNISON Essex Branch desires to be 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 the interviewees in a systematic and consistent way.

**Specialist, Technical and Administrative**

• Proven secretarial skills and experience in general administration.

• Excellent word processing skills.

• Good working knowledge of relevant Information Technology applications – Microsoft Office.

• Excellent organisational skills.

• Ability to maintain up to date records on electronic databases.

**Communication**

• Good written and verbal communication skills.

• Experience of dealing with customers or service users, both face to face and over the telephone.

• Ability to deal with upset or angry service users, both face to face and over the telephone.

• Ability to converse clearly with a diverse audience.

• Ability to service meetings.

**Recruitment, Negotiation, Organising and Representation**

• Ability to support and regularly assist with branch and regional recruitment events, including designing newsletters and leaflets.

• Ability to participate in regional campaigns, ballots, conferences and seminars as appropriate.

**Other**

• Proven ability to work as part of a small team and cope with a busy working environment.

• Good interpersonal skills.

• Ability to prioritise workload and work on own initiative and deal with conflicting priorities.

• Ability to maintain confidentiality.

• Flexible attitude and approach.

• Empathy with the aims and objectives of UNISON and trade union issues.

June 2024