**UNISON Essex**

**JOB DESCRIPTION**

# Branch Administrator

**JOB DESCRIPTION**

|  |  |
| --- | --- |
|  |  |
| **Salary:** | £24570 on a scale rising by an annual increment to £25798.50 pro rata pa |
| **Hours:** | 21 hours per week |
| **Location:** | Chelmsford Essex |

## Overall Summary

* To be part of a small team which provides secretarial and administrative support within the UNISON Essex Branch office.
* To be the first point of contact for members visiting the office or contacting the branch via email or telephone
* To maintain confidentiality in relation to all aspects of the post.

## Key Tasks and Responsibilities

### Specialist, Technical and Administrative

* Provision of a full and effective secretarial service.
* Dealing with emails and incoming post, responding appropriately and acknowledging new cases, liaising with all parties involved.
* Maintaining electronic diaries and filing systems Setting up and maintaining case records
* Checking membership details on the WARMS Membership System as appropriate.
* Organising, attending and servicing meetings/committees as required

### Communication

* Liaising with members, employers, branch colleagues, other UNISON branches, all levels of UNISON and external bodies, as appropriate.
* Dealing with telephone and email enquiries from members and to provide general advice and guidance.
* Greeting visitors to the branch office and responding appropriately to face-to-face enquiries
* General participation and some research on employment issues.

### Recruitment, Negotiation, Organising and Representation

* Provide support and regularly assist with branch and regional recruitment events, including designing newsletters and leaflets.
* Participation in branch campaigns, ballots, conferences and seminars as appropriate

### General

 Any other duties relevant to the overall responsibilities of the post.