**UNISON Essex Branch**

**JOB DESCRIPTION**

**Branch Caseworker**

### JOB DESCRIPTION

**Salary:** £28,471.37 pa on a scale rising by annual increments to £30,111 pa

**Hours:** 21 per week pro rata

**Location:** Chelmsford Essex (some hybrid working may be required)

#### Overall Summary

* To provide representative and related administrative support to the UNISON Essex Branch.
* To maintain confidentiality in relation to all aspects of the post.
* To communicate with members effectively to resolve issues.

### Key Tasks and Responsibilities

* To monitor the Branch Inbox for incoming cases.
* To provide information, advice and guidance including support and representation to members of the Branch (from all sectors of the Branch membership).
* To respond to all initial enquiries from members of the Branch (by telephone, email, in person) to provide the necessary advice, guidance and support relating to employment as deemed necessary for the enquiry.
* To undertake a case load of member work issues, including coordinating further advice and organising or providing representation as required.
* To attend and support members in meetings with their employer. These meetings may be across Essex and occasionally in London and neighbouring counties. Accordingly, the possession of a full UK driving licence is essential.
* Attending consultative and negotiating meetings with employers to represent the best interests UNISON members.
* Assisting with consultations / ballots of members as required.
* Maintain accurate records for all casework undertaken.
* Attend and contribute to any meeting necessary to support the Branch and its members.
* Preparing reports on your work to Branch Committee.
* Supporting the Branch Office Manager in organising the compilation, production and distribution of circulars, newsletters and other forms of communication to activists and members
* Support to Workplace Representatives including advice on Casework and assisting new reps with Casework to further their development.
* To liaise with UNISON Eastern and UNISON Centre as required.

**Responsibilities for information resources**

* To maintain and update your records and databases where necessary.
* Completing all necessary and required paperwork relating to Casework.
* To manage relevant information for the Branch Committee.

## Specialist, Technical and Administrative

* To be able to use discretion and initiative, required to organise own workload
* 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 through a qualified workable knowledge of representing members.
* Responsibility for the retention and destruction of records in line with GDPR.
* Organising, attending and servicing meetings as required.
* ERA Accreditation a preference.

## Communication

* Liaising with members, regions, branches, colleagues and external bodies, as appropriate.
* Dealing with telephone and email enquiries from members and to provide general advice and guidance.
* General participation and some research on employment issues.

## General

* To liaise and work collaboratively with Officers and Committee members of the Branch.
* To promote equality and diversity in all aspects of UNISON’s work.
* To identify any personal training needs and report these to the Branch Secretary.
* To undertake such other duties as the Branch Secretary and Branch Manager may reasonably require.
* Any other duties relevant to the overall responsibilities of the post.