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| **Attribute** | **Essential Criteria** | **Desirable Criteria** | **Assessment Method** |
| **Qualifications/**  **Knowledge** | Educated to GCSE level or equivalent in Maths and English.  Evidence of further training or education that would be applicable to this role.  A basic working knowledge of main office ICT software packages e.g. Word, Excel, Outlook, etc  Willingness to undertake training as may be required to undertake the post.  A clear understanding of and commitment to confidentiality. | Evidence of education or training within a Trade Union context.  Knowledge of key principles of employment law.  Knowledge of key principles of law relating to Equalities and Diversity. | Application Form/ Interview |
| **Experience** | Experience of working to conflicting priorities.  Experience of maintaining and producing accurate case notes & reports. | Evidence of experience as a Trade Union activist.  Experience of initiating campaign activities and developing strategies to support recruitment and organising. | Application Form/ Interview |
| **Physical Requirements** | Ability to undertake occasional light lifting.  Ability to travel to meet the needs of the post.  Willingness to work flexibly to meet the needs of the organisation. |  | Application Form/ Interview |
| **Interpersonal and Communication Skills** | Evidence of skills in offering advice and representation. (previous casework experience).  Evidence of negotiating skills in various settings.  Ability to demonstrate appropriate assertiveness/tact/diplomacy in challenging situations.  Ability to deal with challenging member contacts and to respond effectively to people who are angry or upset.  Ability to communicate effectively with people at all levels, both within and external to the organisation.  Ability to work effectively as part of a team.  Ability to provide motivation, leadership and support to workplace stewards and members. | Proven ability to present and communicate information and data in a clear and concise manner. | Application Form/ Interview |
| **General Requirements** | An understanding of the role of Trade Unions.  An understanding of the political environment in which Trade Unions operate.  A commitment to the aims and objectives of UNISON and the Labour movement.  Ability to keep a calm and resilient approach to working in a pressurised environment |  | Application Form/ Interview |