

## **UNISON**

### **West Midlands Region**

#### **Part-time, RMS Clerk**

**Job Ref: R12/102**

### **JOB DESCRIPTION**

Grade:	9
Salary:	£21,696 pa pro rata
Hours:	17.5 hours per week
Location:	Birmingham Office, West Midlands Region
Reports to:	Membership Systems Manager

### **Overall Summary**

- The post holder will be responsible for undertaking the day to day clerical duties in relation to the maintenance of the UNISON Membership System

### **Key Tasks and Responsibilities**

#### **Administration**

- To ensure that good housekeeping practices are followed within the Department.

#### **Communications/Co-ordination**

- To ensure that confidentiality of personal and other sensitive information in accordance with legal requirements and UNISON policies are maintained.
- To assist with database cleansing of employer DOCAS listings against membership records.
- To contribute to the development of effective communications and team working within the Membership Department.
- To assist with the data entry of membership details.
- To assist with the production of reports, address labels etc. via the UNISON Membership System.
- To assist with the processing of Branch Officer and Steward accreditations.
- To assist in logging telephone enquiries from the team line for follow-up actions by other RMS staff.

### **Development Strategies**

- To work with colleagues to make sure that our services continually improve in line with UNISON's wider objectives.

### **General/Other**

- Any other duties appropriate to the general role of Clerk to include general clerical assistance, including reception and processing of mail.

### **Terms and Conditions**

UNISON Terms and Conditions will apply in respect of this appointment.

### **Other Information**

Send completed application forms to HR Administrator, UNISON, 24 Livery Street, Birmingham B3 2PA, w3@unison.co.uk

Completed applications must be received by Monday 2 November 2020.

Interviews for this post will be held via Microsoft Team Meeting on Monday 16 or Tuesday 17 November 2020.

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### **PERSON SPECIFICATION**

UNISON is an equal opportunities employer, committed to providing equal opportunities regardless of race, marital status, gender, sexuality, disablement 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 and in accordance with UNISON's equal opportunities policy. It is given to all job applicants for information.

#### **Organisational/Management**

- Ability to motivate oneself.
- Ability to work effectively with other staff and as part of a Team.
- To work to deadlines.

#### **Financial/Administrative**

- A very high standard of accuracy in the performance of recording information.
- The ability to work with computer based and manual records.

#### **Communications/Co-Ordination**

- Good communication skills (written and verbal) and a commitment to developing good communications and positive working relationships with members and colleagues within the Region and other outside departments.
- An ability to work under pressure.

#### **Specialist/Technical**

- A general understanding and some experience of working with computer based systems. The ability to use a keyboard and familiarity with spreadsheets would be an advantage.
- Knowledge of and commitment to the Trade Union movement and the values of UNISON is desirable.

## **Other Information**

Please send 3 copies of the completed application form along with the recruitment and disability forms to HR Administrator, UNISON, 24 Livery Street, Birmingham B3 2PA or alternatively email [w3@unison.co.uk](mailto:w3@unison.co.uk).

Completed applications must be received by **Sunday 2 November 2020**.

Interviews for this post will be held via Microsoft Teams Meeting on **16 or 17 November 2020**.