

**UNISON  
GREATER LONDON REGION  
ADMINISTRATOR JOB DESCRIPTION**

**Grade:** 7  
**Hours:** 35hr per week  
**Location:** Congress House, London WC1B  
**Reports to:** Administration Manager

**OVERALL SUMMARY**

To provide administrative support for organising staff and managers, as required.

**Key Tasks and Responsibilities**

**Administrative**

- Provide administrative support for organising staff under the management of the teams Administration Manager, as required
- Provide administrative support for meetings including minute taking, drafting and word processing of agendas, minutes, and standard letters
- Support organising staff and branches in undertaking recruitment & organising activities
- Arrange events, meetings, and conferences
- Devise and maintain effective information retrieval systems

**Communications/Co-ordination**

- Telephone contact with all levels of UNISON (National, Regional and Branch) staff.
- Telephone contact with members and employers and a wide range of external organisations.
- Work with a range of communication media and database systems
- Advising members of Union benefits/services and actioning same
- Handle sensitive and confidential information

**Specialist/Technical**

- Use a range of IT packages, including Microsoft packages, case management and membership systems
- Operation of office machinery, e.g., photocopiers and fax machines

**General/Other**

- Work as part of a team of administrators, covering each other's duties, when necessary.

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ADMINISTRATOR -**

**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.

**Administrative**

Ability to provide comprehensive administrative support at all levels

Ability to type at speed with precision

Ability to use Microsoft Office applications, including Word, Excel, PowerPoint, Publisher, and Outlook

Ability to draft correspondence and other documentation. Experience of drafting agendas and recording and drafting minutes of meetings

**Communication / Co-ordination**

Ability to communicate with a diverse range of individuals at all levels and using a range of methods including face to face, telephone, and email. Including experience of dealing with angry or upset clients both in person and by telephone

Ability to work on own initiative and also as a team member, providing support to the team as and when necessary

Ability to work with sensitive material in a confidential manner.

**Specialist / Technical**

Ability to devise and maintain effective information retrieval systems.

Experience of operating office machinery

**Other**

Ability to prioritise own work

An ability to work effectively under pressure and to demonstrate effective self-organisation skills.

Able to use own initiative and to work without continuous instruction.

General knowledge and commitment to the Trade Union Movement