

DRAFT ROLE DESCRIPTION

Role title: Wales Officer (Representation)

Team: Wales

Directorate: Field Operations

Date: March 2025

Reports to: Senior Wales Representation Officer



Role purpose (why the job exists and its contribution)

The role will focus on the provision of high quality representation to NEU members, supporting and empowering Branches and Reps, alongside regional and other colleagues, to have the knowledge, skills, experience and confidence to represent members individually and collectively; building union power.

This role will undertake representation, individual and collective casework, using every possible opportunity to advise, coach and mentor local Officers and Reps in representation and the strategic management of individual and collective casework, supporting branches and activists to deliver the NEU Casework and Representation Strategy.

In collective casework, the focus will be on making bargaining meaningful to members at their workplace.

Key responsibilities (the key areas of the role holder's work)

1. Working under the direction of the Senior Regional Officer Representation, develop, lead and deliver good casework and organising practice in the field, liaising closely with other regional staff, reps and local officers to plan and coordinate implementation of the NEU Casework Strategy.
2. To provide specialist knowledge and expertise to advise, support, coach and mentor Officers and Reps to undertake casework of every level.
3. To support branches, reps and members in collective disputes
4. To develop local Officers as strategic leaders in their Districts and Branches, ensuring casework and negotiations are undertaken at the lowest level.
5. To undertake negotiations with employers in a wide range of educational institutions whilst recruiting and supporting activists to take on the negotiations, including industrial action.

6. Plan and deliver Rep and Officer training as part of the regional field team. Develop training with colleagues and lay officers that focus on casework and employment rights.
7. Collaborate with Industrial Organiser colleagues where casework identifies employers where industrial organisation and collective action can be taken forward.
8. Support reps and officers to access paid release time for the purpose of representing members.
9. To support local officers in the development of plans to reduce casework, including bargaining opportunities and the development of teams of reps and caseworkers.
10. To advise mentor and coach lay officers, reps and members on all aspects of NEU work, including contractual rights, bargaining best practice, and campaigns.
11. To undertake serious individual casework, including before external bodies where necessary.
12. To assist in the delivery of national campaigns in the region.
13. To work closely with other unions to deliver NEU priorities.
14. To promote the union in the workplace and beyond and use all opportunities to recruit and retain members.
15. To use all opportunities to motivate and encourage and mentor members to become active in the Union and specifically to become reps and local officers.
16. Work collaboratively with colleagues within the directorate and across the NEU to support the unions Organising, Bargaining and Casework strategies and their delivery within the field.

How the National Education Union works

These principles set out the culture and approach of the NEU.

The role holder:

- Models professionalism and integrity and acts in accordance with the NEU values
- Supports the democratic processes
- Promotes an organising culture across the union
- Works collaboratively and empowers others
- Is committed to innovation, learning and continuous improvement of working practices, organisational culture and resources
- Adopts a proactive and flexible approach

Key relationships <i>These are the main working relationships that the role holder will develop.</i>	
Person(s)	Nature
Senior Wales Representation Officer	The role holder will be line managed by Senior Wales Representation Officer.
Region	The role-holder will work collaboratively with the Regional Management Team and other teams in the region to achieve the union's strategic objectives and priorities.
Representatives & Members	The role holder will liaise with lay officers, workplace representatives, activists and with members in a professional, sensitive and diplomatic manner, maintaining good working relationships and will work to recruit potential members and encourage members to become active.
Officers and Executive Members	The role holder will liaise with Officers and Executive members and must provide a professional impression, managing relations diplomatically, being an ambassador for the NEU and recognising the role of staff in a democratic organisation.
NEU staff	The role holder will collaborate with other regional staff and local officers to champion good organising practice.
External stakeholders	The role holder will represent NEU externally as appropriate and will have regular contact with a range of stakeholders including employers, the TUC, and other unions as a spokesperson for the union and our policies.

Demonstrable key skills, knowledge and experience <i>The role holder must be able to demonstrate these capabilities to fulfil the role to a satisfactory standard.</i>
Qualifications • Developed literacy and numeracy skills; • Employment Law training or equivalent experience. • Organising Academy Qualification (<i>desirable</i>); Resource management & Planning • Ability to plan, prioritise and manage own workload to agreed objectives and proactively manage competing priorities;

- Ability to coach, mentor and develop, adapt and deliver training and CPD;
- Proven project management skills and the ability to bring complex projects to a successful conclusion;
- Strong planning and organisational skills;

Thinking challenge

- Understanding of how to successfully operate within the political, educational and legal context of the union's work contexts;
- Ability to quickly assimilate specialist working knowledge of relevant contractual terms, employment rights and union policies;
- Ability to identify and analyse membership information and workplace trends to inform and develop Union strategies and campaigns;
- Good analytical and problem-solving skills;
- Ability to confidently manage sensitive and difficult situations;
- Ability to work independently to exercise judgement and make decisions within agreed parameters;
- Ability to negotiate, analyse and persuade on behalf of members individually and collectively, and to advise, coach and mentor Officers and Reps to do so.

Communication

- Experience of acting as an advocate, including presenting complex arguments, with the ability to support Officers and Reps to do so.
- Well-developed communication skills, including active listening skills, and the ability to relate to a wide range of people in a range of different and challenging situations;
- Ability to successfully engage, motivate and work in partnership with local activists and members;
- Good public speaking and presentation skills;
- Ability to persuade and influence others including making a persuasive case for joining the NEU, engage members as activists and empower them to lead members to win at their workplace and beyond;
- Proven ability to draft clear documents, reports and publicity materials;
- Ability to build and maintain good, supportive working relationships;
- Proven ability to deal with difficult and sensitive situations and to maintain confidentiality;

Operational delivery

- Knowledge of the trade union movement and a developed understanding of the issues relating to membership organising, recruitment and retention;

- Knowledge and understanding of the education systems operating in the UK and relevant legislation, or the ability quickly to assimilate this knowledge;
- Experience of engaging and working in successful partnerships with local union officers and activists;
- Proven experience of successfully undertaking and managing complex casework;
- Excellent understanding of trade union structures and district and branch structures;
- Experience of conducting successful negotiations, involving Reps and members in the process.
- Experience of escalation of disputes to successful industrial action and conclusion
- Ability to empower and motivate others. Knowledge and understanding of the organising agenda and a proven ability to recruit members, including from under-represented groups, and to retain and engage them in activism; ;
- Experience of successful collaborative working and ability to influence and negotiate;
- The ability to work pro-actively and independently, within agreed parameters, without needing day-to-day line manager oversight;
- Work collaboratively with colleagues within the directorate and across the NEU to support the unions Organising, Bargaining and Casework strategies and their delivery within the field.
- Good IT skills including Microsoft Office Suite and ability to provide management information and reports in a range of formats.

Additional

Work Demands

- The ability to work under pressure, exercise judgement and to meet often competing deadlines;
- The role holder will be required to work at weekends and in the evenings as necessary for the performance of the role;
- The requirement to travel extensively to attend regular activities, conferences and meetings away from the normal place of work, which will involve stays away from home. These will be locally, regionally, and sometimes nationally;
- The requirement to be able to drive and possess a full, valid UK driving licence.

Additional relevant requirements

- Is firmly committed to the trade union movement and to the role of education unions in particular;

- Understands equal opportunities issues in education and has a commitment to promote diversity and oppose unfair treatment;
- The requirement to maintain an up-to-date knowledge of relevant legislation, together with union rules and procedures as necessary for performance of the role;
- The requirement to undertake professional development and training as necessary for the performance of the role;

This role description will be kept under review and can be adapted to meet the changing needs of the National Education Union, subject to appropriate consultation.