

UNISON
WEST MIDLANDS REGION
Permanent Office Assistant

JOB DESCRIPTION

Grade:	9
Salary:	£29,346 pa
Hours:	35 per week
Location:	Regional Centre, 24 Livery Street, Birmingham.
Reports To:	Property Services Manager
Accountable To:	Regional Secretary

Overall Summary

The post holder will work as part of the Support Staff Team and will be responsible for providing day to day support in relation to the administration of the office.

Key Tasks and Responsibilities

Financial

- To keep accurate records of all financial transactions as appropriate.
- To assist with the maintenance of and ordering of office supplies/ stationery/equipment etc.

Administration

- To assist with general office duties in relation to opening and distributing incoming post, filing, photocopying, simple copy typing, data entry, record-keeping, maintenance of files, maintenance of office document management and distribution systems and taking post of the Post Office
- To provide cover for the other Office Assistants in periods of absence.
- To ensure that good housekeeping practices are followed.

Communication/Co-ordination

- To assist with the production and distribution of all outgoing mail.
- To order and maintain supplies of publicity material.
- To provide relief reception cover.
- To assist with telephone calls, texts, and enquiries.
- To ensure that confidentiality of personal and other sensitive information in accordance with legal requirements and UNISON policies are maintained.
- To contribute to the development of effective communications and Team working.
- To ensure that working practices and relationships with members and staff promote and comply with UNISON's aims and policies, particularly concerning proportionality, fair representation and equal opportunities.

Development/Strategic

- To assist in conjunction with other appropriate staff that services are continually developed in accordance with the strategic objectives of UNISON Nationally and Regionally.

General/Other

- Any other duties appropriate to the general role of Office Assistant.

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 31 August 2026 at 5pm.

Interviews for this post will be held in Birmingham City Centre on Monday 14 September 2026.

UNISON

WEST MIDLANDS REGION

PERMANENT OFFICE ASSISTANT

PERSON SPECIFICATION

UNISON is an equal opportunities employer, committed to providing equal opportunities regardless of race or ethnic origin, gender identity, family situation, sexual orientation, religion 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/Managerial

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

Financial/Administrative

- ❑ A high standard of accuracy in the performance of recording information.
- ❑ A methodical and thorough approach with regard to maintaining good housekeeping practices.
- ❑ Basic keyboard skills.

Communications/Co-ordination (Internal and External)

- ❑ 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 and to tight deadlines, prioritise and organise own workload and at times negotiate with staff appropriate priorities.

Specialist/Technical

- ❑ A general understanding and some experience of using office equipment.
- ❑ Knowledge of and commitment to the aims and values of UNISON.