

UNISON
Membership Services Clerk (R2/55)
EAST MIDLANDS REGION

JOB DESCRIPTION

Grade: 8
Contract type: Permanent
Hours: 35 hours per week
Location: Nottingham
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

Financial

- To assist with the processing of subscription payments and calculation of branch accounts.
- To ensure that income received in the Department is handled in a secure manner.

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 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 dealing with telephone queries in relation to membership records.

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, switchboard and processing of mail.

Terms and Conditions

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

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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, disability, religion or age. This person specification is designed to help members of Interviewing Panels judge the qualities of 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.

Heading	Selection Criteria
Organisational/ Management	1. Ability to motivate oneself. 2. Ability to work effectively with other staff and as part of a team. 3. To work to deadlines.
Financial/ Administrative	4. A high standard of numeracy including the ability to make calculations and interpret financial information. 5. A very high standard of accuracy in the performance of calculations and recording of information. 6. The ability to work with computer based and manual financial records.
Communications/ Co-ordination	7. 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. 8. An ability to work under pressure.
Specialist/Technical	9. 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. 10. Knowledge of and commitment to the trade union movement and the values of UNISON is desirable.

