

ROLE DESCRIPTION



Role title: Regional Administrator

Directorate: Field Operations

Date: May 2025

Reports to: Office Manager

Role purpose (why the job exists and its contribution)

To provide pro-active general administrative, clerical and technical support and assistance to regional staff, to ensure the success of Union priorities for supporting, engaging and involving members. To administer financial budgets and liaise with finance as required.

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

1. To work collaboratively to provide the full range of general administrative support clerical and technical services to the regional staff team, to support and ensure the timely and efficient delivery of representation and organising support to members, reps and activists
 2. To assist regional staff in arranging, preparing for and servicing a variety of regional meetings, training events and courses, both in-house and externally.
 3. Provide administrative support to trainee recruitment activities, which will include liaising directly and building relationships with external stakeholders such as ITTs, and other trainee providers especially those that are school based, heads and principles, learning providers and conference/venue organisers.
 4. Providing administrative support for regional training activity. Including, the co-ordination of training logistics such as venue booking, registration, setting up and compiling course materials. Prepare training reports and maintain accurate training records.
 5. To maintain up to date filing systems and databases within the office and generate reports as requested.
 6. To maintain familiarity with the functions, priorities and campaigning activities of the Union and the regional office to respond appropriately to incoming phone calls, emails and correspondence and to ensure that those making contact with the regional office are directed to the appropriate source for advice.
 7. To provide timely and effective administrative support for senior regional staff.
 8. To collate information and produce reports from the unions various systems to inform and support the work of regional staff, members activists and officers.
 9. To liaise with colleagues in other regions and headquarters on a variety of relevant matters
- To undertake all general office duties as required

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 with others

Is committed to innovation, learning and continuous improvement of working practices, organisational culture and resources.

Adopts a proactive and flexible approach

Key relationships

These are the main working relationships that the role holder will develop.

Person(s)	Nature
Office Manager	Role holders will be line-managed by the Office Manager.
Region	Role-holders will work collaboratively with the regional staff team to ensure the timely and efficient delivery of regional responsibilities and priorities.
Officers, Activists and Members	The role holder will liaise with local officers, workplace representatives, activists and members in a professional and diplomatic manner, maintaining good working relationships.
External Bodies	The role holder will interact with a range of external bodies relevant to the role.

Demonstrable key skills, knowledge and experience

The role holder must be able to demonstrate these capabilities to fulfil the role to a satisfactory standard.

Qualifications

- A good standard of general education

Resource management & Planning

- Ability to manage information appropriately and to observe confidentiality;
- Ability to maintain up to date and accurate data in relevant electronic and hard copy systems;
- Good attention to detail and accuracy;
- Good administrative and organisational skills;
- Ability to work proactively and independently whilst also contributing as an effective team member;

Thinking challenge

- Ability to evaluate information in a timely and effective manner in order to respond to a range of enquiries within established guidelines.
- Ability to work on own initiative within agreed parameters;
- Research skills and ability to analyse and present data accurately

Communication

- Clear and approachable telephone manner and ability to deal with callers in a confident, sensitive, sympathetic and professional manner appropriate to the circumstances;
- Ability to run system processes, and provide reports in a range of formats;
- Ability to write clearly and concisely;
- Ability to make a persuasive case for joining NEU and getting involved
- Ability to use social media to engage members and non-members, and to promote member engagement activities

Operational delivery

- Ability to provide a high standard of member service;
- Skills and abilities to assist with the effective organisation and planning of a variety of events, meetings and courses;
- Excellent word processing and keyboard skills;
- Good IT skills including Microsoft Office Suite, in particular MS Word, outlook, excel, and PowerPoint together with any other IT applications necessary for the performance of the role;
- The ability to quickly gain competency in using a variety of technological packages including the NEU membership database, bulk emailing packages and bulk texting applications.

Additional**Work demands**

- The ability to work under pressure, and to meet deadlines;
- A willingness to occasionally attend activities, conferences and other events away from base and which may involve overnight stays away from home (Desirable);
- The requirement to attend occasional training events away from base (including at HQ or other national locations), which may involve stays away from home;

Additional relevant requirements

- Sympathy with the aims of the trade union movement;
- An understanding of and commitment to the NEU's objectives to promote equality and oppose unfair treatment;
- The requirement to maintain up-to-date knowledge and understanding of the union's and the region's activities and priorities necessary for the performance of the role;
- Up to date understanding of data protection principles necessary for performance of the role;

- By agreement, the occasional requirement to work evenings or weekends.
- By agreement, the occasional requirement to travel to attend activities, conferences and meetings away from the normal place of work, which may involve stays away from home.

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.