**Job Description**

**Job Title: Branch Administrator**

**Employer:** Unison East Ayrshire Branch

**Hours of the posts:** 20 hours per week. Monday – Friday 10-2pm or 9:30am – 1:30pm

**Contract:** Permanent

**Location:** New Unison Office, 44 Titchfield Street, Kilmarnock

**Salary:** £**26,900** per annum pro rata (based on 35 hour working week) or £14.78 per hour

**Closing date for applications:** Monday 13th February 2023 at 17:00

**Interview selection:** Shortlisted candidates will be contacted to attend an interview / administrative test.

**About UNISON:**

UNISON is the UK’s leading public services trade union, with over 1.3 million members working in the public sector, private, voluntary and community sectors and in the energy services.

UNISON is a dynamic, progressive union, committed to equality. We encourage men and women of all ages, Black and minority ethnic groups, disabled people, lesbian, gay, bisexual and transgender people to work with us.

**Purpose:**

We are seeking an enthusiastic and efficient new administrator to join our team. The successful candidate will be able to handle a multitude of varied tasks under their own initiative and as part of a team in a busy union office.

**Scope of work for this post:**

Under limited supervision maintain, update and extract information from systems and databases and provide administration and clerical support. You will be the first point of contact for our members and be proficient in the use of a range of software packages and social media. You will be responsible for admin tasks such as taking minutes, processing invoices and also using our member database ensuring personal details of members are up to date. An understanding of branch and union procedures is required.

Personal initiative will be required within the confines of the role.

**Accountabilities/Responsibilities:**

The following are a range of the duties of the posts:

* Respond to, and resolve where appropriate to communication generated by members, stewards, Branch and Regional Officials
* First point of contact by telephone and face to face for all members in the branch ranging from enquiries, members requiring representation, complaints and general information to all those who contact Unison East Ayrshire Branch.
* Assist in the coordination, prioritising and directing of correspondence received to the Branch to relevant members and Branch Committee members.
* Accurate maintenance of data within membership and financial systems
* Provide administrative support for Branch meetings including arranging the meetings, preparing agendas, minute taking or notices and administrative support for the Branch Officers.
* Setting up systems and databases
* Develop processes and procedures and recommend changes to improve the quality and efficiency of service and put into practice agreed changes.
* Assisting with the collection and collation of statistics, data, financial information or other Branch information
* Handle and process considerable amounts of information
* Provide general information, advice and guidance on UNISON services and employment matters
* Coordinating newsletters, electronic communications and updating branch website
* Ensure supplies of Unison stock items are available for stewards, order stationary supplies and update branch inventory.
* Attend AGM to provide admin support.
* Understanding and adherence to UNISON values
* Appreciation and understanding of dealing with sensitive data
* Assist with recruitment activities

**Person specification**

**Skills, knowledge and experience:**

* Previous relevant experience or the ability to demonstrate the competence to carry out the job.
* Experience of customer service.
* Effective communication and organisational skills.
* Strong interpersonal skills are required.
* Flexibility to attend training when required.
* Ability to work on your own and motivate yourself to achieve timescales and complete workload.
* Proficient in the use of IT office packages including a sound working knowledge on Microsoft Word, Excel, Outlook and Power Point.
* **Desirable** – knowledge of the trade union movement in Scotland and understanding of the branch and union procedures.
* **Desirable** - General understanding of employment issues/equality and democracy

**Terms and Conditions of Employment**

**Pay** – Your monthly salary will be paid by bank transfer on the last Thursday of the month.

**Hours of Work** – Monday – Friday 10am-2pm or 9:30am – 1:30pm

**Annual Leave** – The leave year is from the 1st January to 31st December. For the post of 20 hours the annual leave entitlement is will be 21 days per year or 87 hours per year.

**Public Holidays** – Public Holidays will be in line with East Ayrshire Council Public holidays. These have yet to be confirmed for 2023.

**Pension** – Pension – We are legally required to make provision for your pension. Pension contributions are based on your salary. Further information available on request