



**JOB APPLICATION**  
*for*  
**PART TIME BRANCH ADMINISTRATION SUPPORT OFFICER (20 hours)**

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***Salford City UNISON Branch***

***443/445: Chorley Rd, Swinton, Manchester M27 9UQ***

***Tel: 0161 794 7425/793 3128: Fax: 0161 727 8948***  
***Email [office@salfordcityunison.org.uk](mailto:office@salfordcityunison.org.uk)***

**Closing date for Application: 31/5/2011.**

**VACANCY FOR PART-TIME TEMPORARY (ONE YEAR) ADMINISTRATION SUPPORT OFFICER**

Job Title: Branch Administration Support Officer (part-time temporary for one year)  
Salary: UNISON National Pay Grade 7 £23,846 - £25,230 per annum (based upon 35 hours a week)  
Hours: 20 hours per week - Monday to Friday  
Employer: Salford City UNISON Branch  
Location: 443,445 Chorley Rd, Swinton, Manchester M27 9UQ

We have a vacancy for a part-time, temporary for one year, Administration Support Officer in our busy Salford Trade Union Branch Office. We offer a highly competitive salary and benefits package, ongoing training and an opportunity for personal and career development.

In return we seek a motivated, committed and caring person to provide support to a small team of Trade Union Officers. Core duties include telephone and office reception, providing a first contact point for members, application processing and member referral, maintaining filing, document and library system, maintaining our internet based Membership System and manual records. Also general secretarial and clerical tasks, including note taking at meetings, assisting in campaigning and recruitment initiatives. General PC and application software knowledge are required, and the ability to update and manage the branch website is desirable. Full training in all technical aspects of the job will be available.

We are looking for someone with good experience of working in a busy office environment (a Trade Union office would be ideal), with keyboard skills and able to work from your own initiative and as part of a team. Shorthand skills would be an advantage. A high standard of communication and inter-personal skills is essential. A developed sense of humour is a must.

The contract will be subject to a 6 month probationary period in post before becoming permanent.

For an application pack or further information contact the Branch Secretary, Salford City Unison.

*by post:* 443/445 Chorley Rd, Swinton, Manchester M27 9UQ  
*by phone:* 0161-794-7425 /0161-793-3126  
*by email:* [office@salfordcityunison.org.uk](mailto:office@salfordcityunison.org.uk)  
*by fax:* 016-1-727-8948

**The closing date for receipt of your application is 24/6/2011**

Shortlisting will take place on 28/6/2011 and Interviews will take place on 1/7/2011.

Applicants may visit the Branch Office by prior appointment.

**BRANCH ADMINISTRATION SUPPORT OFFICER (PART-TIME TEMPORARY FOR ONE YEAR).**

**Summary of Main Employment Benefits.**

Salary in accordance with UNISON National Pay Points (Grade 7) £23,846 - £25, 230, pro rata to contract hours based on 35 hour full time, 20 hpw to be negotiated). 32 days annual leave plus public and extra statutory holidays.

**UNISON Occupational Pension Scheme (contributory) based on employee contributions of 9.1% and employer contributions of 25% (the scheme is optional).**

Parental and Carer Leave Scheme.

Adoption Leave Scheme.

Flexible Working Scheme (within limits of job requirements).

Time off for Public Duties.

Full training and development support.

Car Allowance (where applicable) at UNISON Rates.

Relocation Expenses (where applicable).

**Summary of Main Employment Conditions.**

20 hpw, afternoons only, 1pm to 5pm, Monday to Friday.

To undertake all technical skills and personal training and development identified by the Branch as necessary to fulfil the requirements of the post (appropriate expenditure/costs/expenses paid.)

Occasional use of own vehicle (if applicable/appropriate – it is the employee's responsibility to ensure their vehicle insurance policy is adequate.)

To undertake all duties in a professional and courteous manner and to act at all times in accordance with the relevant aims, objectives, rules and guidance of UNISON.

The post holder is subject to a 6 month probationary period in post and successful review before the contract of employment is made permanent.

## **BRANCH ADMINISTRATION SUPPORT OFFICER**

### **JOB OVERVIEW**

<b><u>Post Title:</u></b>	Branch Administration Support Officer (part-time)
<b><u>Salary:</u></b>	In accordance with UNISON National Pay Points U13-U15 £23,846 - £25,230 and paid pro rata to actual contract hours based on a 35 hour full-time week (*uprated in line with UNISON National Agreements.)
<b><u>Hours:</u></b>	20 hours per week, afternoons only, 1pm to 5pm Monday – Friday.
<b><u>Location:</u></b>	Salford City UNISON Branch Office, 443/445 Chorley Rd, Swinton, Manchester M27 9UQ.
<b><u>Responsible to:</u></b>	Designated Branch Office Manager / Branch Office based Officers/ Branch Committee as appropriate.
<b><u>Outline of Job:</u></b>	The function of the post is to provide administrative, clerical and general secretarial support to the branch. On a day-to-day basis this is as part of a small team of Branch Employed Staff and Branch Officers based at the Branch Office, but also involves, as appropriate, working directly and indirectly with members, with other Branch Officers, Stewards and Contacts, with Regional and National Officers of UNISON. Also other Trade Unions, organisations and bodies that the Branch engages with.
<b><u>Main Duties:</u></b>	<p>Answering telephone calls, other enquiries and receiving visitors to the office, including taking messages, dealing with straightforward enquiries and referring members to an appropriate Steward, Officer or other point of contact/information.</p> <p>Maintaining the Branch input to UNISON Replacement Membership System (RMS), including all identified training, and other membership records and databases.</p> <p>Word Processing from audio, notes and other copy.</p> <p>Maintaining office diaries and other systems, filing, archiving and managing document libraries.</p>

Arranging appointments, booking meetings and attending meetings, interviews and Branch Committee as required including taking notes.

Collection, collation and distribution of outgoing, incoming and internal mail including franking, stamping and bulk mail outs.

Managing, monitoring and maintaining office stationery and other materials, including liaising and ordering with suppliers.

Maintaining and distributing office lists.

Operating and maintaining (as appropriate) photocopier, fax, personal computer and printing, folding and collating equipment.

The preparing of campaigning, recruiting and organising activities as well as the preparation of cheques for payments, booking accommodation and transport for conferences and events.

Providing other administrative, clerical and general secretarial support duties as required and appropriate in line with the general function of the post and commensurate with the terms and conditions of contract.

An ability to update and manage the branch web site is desirable.

Review:

It is inevitable that over time, details of the duties and requirements of the post will change and/or develop. Salford City UNISON will regularly review the contents of this Job Overview and will update it, in consultation with the post holder, as appropriate.

## **BRANCH ADMINISTRATION SUPPORT OFFICER**

### **PERSON SPECIFICATION**

#### ***Attainments and Experience – Essential***

- Experience in a wide range of administration and clerical work.
- Sound knowledge of efficient and effective office practices and procedures.
- Numerate and literate to a high standard.
- Self motivated and the ability organise your own work schedule

#### ***Attainments and Experience – Desirable***

- Experience in Committee Administration.
- Experience in web site development
- Knowledge of UNISON Replacement Membership System (RMS) and/or computerised/internet based membership databases (technical training provided.)

#### ***Skills and Abilities – Essential***

- High level of communication and inter personal skills.
- Keyboard skills.
- Ability to organise and prioritise work.
- Ability to prepare and present agendas, minutes, notes, letters and reports.
- Able to work under time pressure.
- Working knowledge of computerised databases, spreadsheet and word processing applications (assistance with training available.)

#### ***Skills and Abilities – Desirable***

- Shorthand or similar.
- Experience with web sites.
- Current and clean driving licence.

#### ***Personality and Attitude – Essential***

- Confident, flexible and the ability to adapt under pressure and changing situations.
- Maintaining confidentiality.

- Committed to providing the best service possible, working in a team environment.
- Committed to the aims of UNISON and the wider Trade Union Movement.
- To assist and support other unions, organisations, charities or individuals as deemed appropriate locally, nationally and internationally.
- To assist in such other duties and assist in such other business as a trade union may lawfully undertake.
- To seek to ensure that members, activists, representatives and staff are treated with dignity and respect at all times when participating in the Union's democratic structures. Also that members, activists, representatives and staff seeking the Union's services provided by external suppliers are treated similarly by the providers of those services.

#### *Anti-Discrimination*

- The Union shall seek to ensure that discriminatory acts are not committed against any persons by the Union, or by its organs, members, or officers, on grounds such as race, gender sexuality, gender identity, disability, age, creed or social class.

*For further information visit [www.unison.org.uk](http://www.unison.org.uk)*

## **UNISON – OVERVIEW, AIMS AND VALUES**

### **Overview and Organisation**

UNISON is Britain's biggest trade union with over 1.3 million members. Our members are people working in the public services, directly or for private contractors providing public services and the essential utilities. They include frontline staff and managers working full or part time in local authorities, the NHS, the emergency services, colleges and schools, the electricity, gas and water industries, transport and the voluntary sector.

UNISON is a powerful voice for working people in Britain. In the workplace, through our campaigning work, and in our input to decision-making inside the Labour Party, the union expresses the democratically agreed views of members.

UNISON members are grouped in Branches with a 'common bond'. This could be the same employer or a geographical area. Salford City Branch has grown from being a Branch for Salford Council workers to include areas that were previously council but are now separate, plus voluntary, community and private sector workers providing public services within the City of Salford.

UNISON branches are grouped into 12 regions which cover the UK. Each region has its own head office and a Regional Council made up of delegates from all branches in the region. Salford City Branch is part of the North West Region, the largest in UNISON with over 200,000 members. The main Regional Office is located at Arena Point in Manchester City Centre.

The Regional Council develops policies and put them into action regionally. It's the main link between neighbouring branches and between branches and UNISON'S National Executive Council and National Office.

### **National Priorities and Objectives.**

These views – our objectives – are agreed at UNISON'S Annual National Delegate Conference, which brings together over 2,000 members for four days every summer.

- Objective 1:** Recruiting, organising and representing members.
- Objective 2:** Negotiating and bargaining on behalf of members and promoting equality.
- Objective 3:** Campaigning and promoting UNISON on behalf of members.
- Objective 4:** Developing an efficient and effective union.

### **Recruiting, organising and representing members.**

*Implementation of National Recruitment Strategy.*

- to obtain overall membership growth of 4% (50,000)
- increase number of workplace representatives, with improved time-off facilities and training

*Continued development of the RMS to achieve:-*

- 550 branches rolled-out by year end (70% of membership)
- Enhanced integrity of records and detailed turnover rates
- Reconciliation of subscription income with membership records
- Implementation of ET scheme across all regions and install CASE management system
- Increasing member participation and reviewing effectiveness of democratic structures
- Integration of complaints function into UNISONdirect.

### **Negotiating and bargaining on behalf of members and promoting equality**

*Concluding pay and conditions agreements through collective bargaining including*

- implementation of LG Pay Commission
- Agenda for Change
- Non-discriminatory pay structures/equal pay/pensions.

*Providing advice and support to members facing reorganisation, restructuring and/or privatisation of services.*

*Tackling racism in the workforce/effective implementation of Race Relations (Amendment) Act 2000.*

### **Campaigning and promoting UNISON on behalf of members**

*Promoting and improving public services in order to*

- develop a union improvement agenda
- achieve a fair wages resolution/end two-tier workforce
- safeguarding public service pensions
- highlight failure of PFI and privatisation.

*Maximising UNISON'S political influence by*

- implementing the Political Fund Report
- balloting to retain UNISON'S political funds
- securing positive changes in government policies.

*Opposing racism by*

- developing and implementing an anti-racism strategy across the union
- promoting respect for asylum seekers and humane immigration rules
- combating the fair right and promoting community cohesion.

### **Developing an efficient and effective union**

*Improved development and management of staff through*

- implementation of the Pay and Grading Review

- working towards Investors in People
- achievement of health and safety quality standard
- better performance management.

*Improved financial management by*

- establishing robust budgetary and income collection processes
- improving financial monitoring during budgetary cycle
- effective control of expenditure by budget holders.

*Improve organisational systems by*

- enhancing information and communication technology across the union
- reducing administrative costs and other overheads
- upgrading electronic communications.

**Aims and Values**

*At Work and in the Community*

- To organise all those employed, directly or indirectly, within those areas of employment which provide services to the public whether in the public, private or voluntary sectors of the economy.
- To seek to ensure equality of treatment and fair representation for all members and to work for the elimination of discrimination on grounds of race, gender, sexuality, gender identity, disability, age or creed.
- To seek to protect the rights of all members to be treated with dignity and respect irrespective of race, gender, sexuality, gender identity, disability, age or creed.
- To improve the pay and conditions of members and promote their interests.
- To establish good relations between members and their employers, to secure the settlement of disputes arising from member's employment, and to participate in joint negotiating machinery.
- To work to achieve equal access to public services for all and to ensure that all users of public services are treated with dignity and respect, irrespective of race, gender, sexuality, gender identity, disability, age or creed.
- To promote greater employee, consumer and user involvement and representation in the delivery of public services, irrespective of race, gender, sexuality, gender identity, disability, age or creed.
- To work with all other interested parties, individuals and organisations to maintain and improve the quality of services to the public.
- To liaise with the United Kingdom Government, devolved administrations and all other levels of government on public services and related matters and to promote and monitor legislation for the benefit of members and the public.

### *Service to Members*

- To provide minimum guaranteed standards of advice, representation and service
- To provide information and publications about the Union and its work on a regular basis and in language and design that can easily be understood, including languages other than English where appropriate
- To make provision for certain benefits to members as provided in these Rules.
- To provide and maintain educational facilities and to encourage members to participate in them
- To promote, maintain and contribute to schemes and/or funds for the financial, physical and social welfare of members and their dependants.