**Wiltshire and Avon Health UNISON**

Branch Administrator

Job Description

**Job Title** Branch Administrator

**Salary** £16,196 rising to £17,128 over two years

**Hours** 20 hours per week, during core business hours

**Place of Work** Chippenham, Wiltshire.

**Responsible to** Branch Secretary

Please note that being appointed to this post would make you an employee of the Wiltshire & Avon Health branch of UNISON and not an employee of the national or regional organisation.

**Job Purpose**

Wiltshire & Avon Health Branch of UNISON is looking for a flexible and enthusiastic Branch Administrator. The role will be based at the branch office in Chippenham.

The Branch is part of UNISON, the leading public services union supporting staff working in the public, voluntary, private and community sectors. The branch covers a large geographical area in Wiltshire and the former Avon with multiple employers in all sectors including two large NHS Trusts.

You will need to be IT proficient in Microsoft office and be able maintain databases. The right candidate will be well-organised and able to prioritise their workload. Experience of trade union activities is not essential but would be an advantage.

The post holder will be directly responsible to the Branch Secretary for the running of the branch office. The post holder will typically be the first port of call for member enquiries. They will provide support for branch activists in representing members. This will include all administrative systems and providing clerical and secretarial support for the branch and its officers, and will involve developing and maintaining systems for the efficient running of the branch.

Due to the nature of the branch a significant part of the job will be lone working. The role may require occasional travel (no more than once per month on average) to meetings within the branch’s geographical area – eg. Bath, Bristol or Swindon.

**Role and Responsibilities**

1. To be the first point of contact for members’ enquiries and requests for support from the branch. To be able to give good advice in the first instance on members’ rights to be accompanied and to request delays to meetings, and to be able to forward the request to the most appropriate representative when appropriate. The role does not involve acting as a representative at meetings with employers.
2. To maintain the email and telephone systems in order for the branch to be able to provide the necessary support for members, branch officers and reps.
3. To maintain and develop all branch office administrative functions, including correspondence, distributing of union material to members and lay officers, organising and administration of meetings, databases relating to members and officers, photocopying, filing, ordering of supplies, office security and housekeeping systems. This list is not exhaustive. To provide secretarial support, including information gathering, for the Branch Secretary and branch officers.
4. Under the direction of the Branch Secretary, to advise and support branch officers in using the branch facilities.
5. To manage and develop recruitment and retention systems in conjunction with the elected Branch Membership Officer. To process membership applications and maintain membership records on the national database (WARMS), including liaison with regional and national staff, with the objectives of effective record-keeping and increasing membership.
6. To assist the Branch Treasurer in day-to-day running of the finances of the Branch, budget-setting and end-of-year accounts.
7. To prepare agendas for, and take minutes of, branch committees, branch general meetings and other branch bodies.
8. To maintain and develop, in conjunction with branch officers, the branch’s information technology systems.
9. To assist the Branch Secretary in developing and maintaining a good activist network.
10. To assist branch activists in running recruitment initiatives.
11. To assist the Communications Officer in the production of branch newsletters, publications and maintenance of the branch website.
12. To assist the Branch Education Officer in organising the training of activists and ensuring that workplace representatives and H&S representatives training records are up-to-date.
13. To assist the Membership Officer and the Branch Secretary by updating and adding new members to the WARMS membership database.
14. To make contact with new members to welcome them to the branch.
15. To assist the Membership Officer in contacting members whose membership has lapsed.
16. To provide support for local and national ballots as necessary.
17. To assist the Branch Secretary in maintaining the Case Management System, ensuring that cases are up-to-date, allocated to an appropriate representative, and in line with GDPR legislation.
18. To assist the Branch Treasurer in maintaining accurate financial records.
19. Any other reasonable duties necessary to ensure the smooth running of the branch.

**Person Specification – Essential Criteria**

Administrative Skills

1. Ability to create and maintain accurate records and information retrieval systems, including setting up and maintaining filing systems.
2. Ability to prioritise own work.
3. Good time management skills.

Interpersonal and Communication Skills

1. Good oral communication skills to liaise effectively with a wide range of internal and external organisations and people.
2. Good written communication skills to take detailed, accurate messages and compose routine correspondence.
3. An ability to work under pressure, work to tight deadlines, prioritise and organise own workload.
4. Ability to work with members of the public including occasionally in times of distress.
5. Ability to work as an effective team member.

Specialist / Technical

1. Ability to operate office equipment, (e.g. photocopiers) and use ICT applications including Microsoft Office suite.
2. Ability to arrange meetings, prepare agendas and take minutes.
3. Ability to promote a membership organisation.

General

1. An understanding of the role of trade unions.
2. Commitment to providing a high-quality support service.

Completed applications should be returned to:   
  
UNISON Wiltshire & Avon Health Branch  
Lansdowne Business Centre  
Bumpers Way  
Chippenham  
Wiltshire  
SN14 6RZ   
  
Or by email attachment to [wahbunison@gmail.com](mailto:wahbunison@gmail.com).

Completed applications must be received by 5.00pm on Monday 2nd March 2020. It is expected that interviews will be held in Chippenham on 18th March 2020.