

**UNISON Swindon Local**

**Government Branch**

**JOB DETAILS**

**JOB TITLE** Branch Organiser/Caseworker

**CONTRACT** Fixed term up to 18 months

**SALARY** £33,945 (pro rata)

**Full Time Hours** 37 (job share possible)

**ACCOUNTABLE TO** Branch Secretary

UNISON Swindon LG Branch has a long history of representing members across the borough and is responsible for supporting all Swindon members. We are currently recruiting for an experienced trade union Branch Officer on Fixed Term contract.

The main requirements of the role are to support the branch by:

- Undertaking casework; representing members as individuals and groups
- Building positive relationships with colleagues, employers, local activists members and regional/national UNISON staff.
- Answering queries coming into the branch via phone calls and emails.

**\*This role is a branch vacancy — it is not a UNISON employed role. \***

## **UNISON Swindon LG Branch**

### **Job Brief: Branch Organiser/Caseworker**

#### **Introduction**

The UNISON Swindon Branch has a long history of representing members across the borough, all local authority directorates, Schools and outsources services. Sitting in the South West Region of UNISON, we take part in both National and Regional conferences, councils, and committees of the Trade Union.

The role of the Branch Officer would be to advise and represent members and to assist local reps in dealing with members' cases.

This job description seeks to provide an outline of the duties and responsibilities of the post. It is not a definitive document and does not form part of the main statement of Terms and Conditions. The job description will be reviewed as part of the annual Appraisal process and will be used as the basis for setting objectives.

N.B. The successful candidate will be employed by UNISON Swindon Branch and not UNISON directly.

#### **Job Purpose**

To provide support to the branch as a dedicated Branch Officer by.

- Undertaking casework; representing members as individuals and groups
- Building positive relationships with colleagues, employers, local activists, members, and National/Regional UNISON staff.
- Answering queries coming into the branch via phone calls and emails.
- Administrative duties including management of the branch enquiries inbox and main phone enquiries line, case allocation and management of the branch Caseweb CRM system.

#### **Responsibilities**

- Individual representation to include grievance, disciplinary, capability, local workplace issues and general advice/guidance to members and managing members' expectations.
- Carry out a range of administrative and support tasks in relation to case work.
- Responsible for maintaining the data integrity of case referral forms.
- Effective case management of a wide range of employment related issues
- Assess and analyse the case taken and decide on most appropriate application of legislation, policy, and procedures in relation to this e.g., when dealing with member's disciplinary cases
- Participate in the development and improvement of working practices and systems.
- Management of the branch cloud based Caseweb CRM system.

- Actioning the above while always keeping in mind the branch's GDPR responsibilities
- Answering initial queries coming into the branch as frontline branch contact - providing general advice and guidance to members
- Participate in the development and improvement of Branch working practices and systems.

### **Management of Resources**

Providing advice and guidance on how allocated resources may be most effectively used for stewards to perform casework.

Produce or collate supporting documents relevant to case ensuring accuracy, appropriateness whilst always maintaining confidentiality in line with GDPR.

### **Creativity and Innovation**

- Working on numerous different cases simultaneously and ensuring deadlines are met. Demonstrate the values of empathy, respect, honesty, acceptance, responsibility, and mutual accountability.
- Ensure relationships with colleagues and stakeholders positively reflect UNISON's values and contribute to enhancing its reputation.
- Awareness of implications casework will have for members and the Branch with particular emphasis on legal obligations.
- Ability to deal with complex, emotive, and contentious issues, e.g., dealing with a disciplinary which may lead to dismissal.

### **Discretion and Decision Making**

- Make decisions around appropriate advice, information and guidance given to members from a range of options, being aware of likely impact, including on members, e.g., keeping them in employment; on the reputation of the Branch; on the employer e.g., legal claim; compliance with codes of practice, legislative framework, and other relevant standards.
- Make day to day operational decisions to determine the most effective and efficient way for work to be carried out and outcomes delivered.

### **Contacts and Relationships**

- Establish and maintain professional working relationships with colleagues and stakeholders.
- Maintain mutually respectful and positive relationships with management.
- The relationships with contacts may be complex, contentious, and emotive - diplomacy and negotiation skills are therefore essential.
- Ensure relationships reflect UNISON's values.
- Work in a way that demonstrates the values of empathy, respect, honesty, acceptance, responsibility, and accountability.

## **Work Demands and Context**

- Attention to detail throughout long and demanding formal meetings.
- Prolonged use of computer and keyboards daily with attention to detail required.
- Regular travelling between employers covered by the branch.
- Work will be in an indoor setting e.g., office, etc.
- Effective and efficient planning and prioritisation of own work for which there will be some non-negotiable deadlines.
- Deal with a wide range of issues, some of which will be highly sensitive and emotive, and where the member may be greatly distressed.

## **Generic Responsibilities**

All staff have a responsibility to maintain health and safety of self and others within the performance of duties in accordance with UNISON health and safety policies, and to undertake specific health and safety responsibilities as directed.

All staff may gain or have access to confidential information about the Branch, UNISON nationally, members and their families. A breach of confidentiality will have occurred where any such information has been divulged, passed (deliberately or accidentally) or overheard by any unauthorised person or person(s). Breaches of confidence can result in disciplinary action, which may involve dismissal.

The Branch recognises the contribution of all employees to deliver responsive and quality services. We expect staff and representatives to value and respect the diversity of those who use or contact our services and to respond to the differing and diverse needs of others. We aim to have an environment free of bullying or harassment which would create an intimidating and unpleasant atmosphere impacting on staff wellbeing and service delivery. We want staff to be able to report issues knowing they will be dealt with promptly and sensitively.

All forms of bullying and harassment are unacceptable and will not be tolerated by the Branch.



4. Resource Management	<p>4.1 Ability to work on and manage own projects including. Planning and evaluation Time management</p> <p>4.2 Understanding of GDPR regulations and experience of handling confidential information</p>	<p>A &amp; PIA</p> <p>A &amp; PIA</p>
5. IT Skills	<p>5.1 Good working knowledge of MS Office packages, ideally Office 365 and remote working software, e.g., Teams and Zoom</p>	<p>A &amp; PIA</p> <p>A &amp; PIA</p>
6. Trade Union Experience	<p>6.1 Understanding of and commitment to UNISON'S aims and objectives including the principles of equality and democracy</p> <p>6.2 An up-to-date knowledge of the key areas of employment law</p> <p>6.3 Experience of employment relations casework and representation</p> <p>6.4 In-depth understanding of the role of trade unions and the national and local social and political environment in which the union operates</p>	<p>A &amp; PIA</p> <p>A &amp; PIA</p> <p>A &amp; PIA</p> <p>A &amp; PIA</p>