

JOB DESCRIPTION

Job Title	Support Worker
Accountable to	Head of Internal & Industrial Relations Department
Grade	4
Place of Work	National Office
Hours of Work	Specified, 32.5 hours per week

1. MAIN RESPONSIBILITY

- **To provide a confidential and professional secretarial and administrative service to a designated GMB Officer or group of GMB Officers, in order to ensure the efficient running of the section and to maintain a professional service to GMB members.**

2. SPECIFIC TASKS AND DUTIES

- Undertaking general office administration including filing, photocopying, faxing, scanning documents, sending email; making full use of all office equipment to ensure that communication is effective and efficient at all times.
- Answering the telephone, taking accurate messages and passing on to the relevant individual. Dealing effectively with routine telephone queries from GMB members/representatives and internal and external contacts in a polite, professional and efficient manner.
- Maintenance of records and filing systems both manual and electronic to effectively manage all information within the section.

- Diary Management for GMB Officer(s) to include: booking appointments, arranging meetings, travel arrangements and preparation of paperwork and documents relevant to meetings and appointments as required.
- Dealing with general callers/visitors to the sectional team in a polite and professional manner.
- Receiving and sorting both incoming post and emails and dealing with them in agreement with line management guidance, as well as being responsible for the typing, preparation and dispatching of outgoing post and emails to relevant contacts as necessary.
- Be responsible for bringing to the attention of relevant GMB officer(s) any issues which may arise whilst they are absent from the office and proactively dealing with such issues as necessary.
- Build relationships with other team members and colleagues within national office and the Regions in order to meet sectional/union objectives.
- When relevant and appropriate ensure that officers are aware of any ballot deadlines, and advise either National Officers or workplaces and members of the ballot result.
- Print membership data reports, as requested by Officers and post holders, and have a good knowledge of the membership system.

3. ROLE DEVELOPMENT/ADDITIONAL DUTIES

- Through invitation, attend meetings at workplaces around the union either with an Officer / Representative, and very occasionally on their own, promoting the benefits of GMB membership and giving information on how the GMB operate. This requires preparation and the use of initiative in addressing groups of people. Occasionally the post holder will be able to sign up new members.
- Able to assist Officers by giving support to Union Representatives on a wide range of subjects, including grievances, disciplinarys, health and safety issues, when asked to do so by the National Secretary or Officer and under the supervision of a National Officer.
- Occasionally shadow some Officers when dealing with subjects which will be helpful to the development of the post holder's knowledge.
- Engaging and supporting the campaigns work of the section, including mass communications to members and handling the section's social media accounts.
- Provide additional administrative cover in cases of absences or where workload dictates.

This list is not exhaustive and other duties may be required to ensure the smooth operation of the section.

4. PERSON SPECIFICATION

The candidate suitable for this post will have:

- Good IT skills with a working knowledge of Microsoft Office Applications to include Word, Excel and Outlook.
- Previous experience of working in a demanding administrative/ team or office assistant role.
- Good administrative skills to include: a good telephone manner, fast and accurate note taking, typing skills and diary management.
- Excellent verbal and written communication skills and experience of successfully communicating with a variety of people at all levels.
- The ability to prioritise own workload whilst at times working under pressure, to tight deadlines and with varying workloads.
- The ability to produce work to a high standard ensuring accuracy and showing attention to detail.
- Experience of working as an effective team member and providing support to others.
- The ability to work without immediate supervision, be prepared to use initiative in dealing with problems, whilst using own judgment to refer any issues with which guidance or assistance is needed.
- The ability to recognise and have strict regard for confidential and sensitive material.