



U N I O N

JOB DESCRIPTION

JOB TITLE	:	ADMINISTRATIVE ASSISTANT
PLACE OF WORK	:	GMB Scotland
ACCOUNTABLE TO	:	OPERATIONS & SUPPORT MANAGER
GRADE	:	3
HOURS OF WORK	:	32 ½ HOURS per week

1. MAIN RESPONSIBILITY

- To support the work carried out by specialist departments as required. To assist in the implementation of GMB policies and campaigns and to provide Officers with full administration support.**

2. SPECIFIC TASKS AND DUTIES

2.1 Core responsibilities

Each team has differing needs, however, there are core tasks and responsibilities required for the role as listed below:

- Administrative Responsibility for:
 - Administration of mail shots using mail merge;
 - Filing documents electronically and manually;
 - Any other ad hoc administrative duties as required;
- Co-ordinating the membership database to distribute employer codes to regions and monitoring codes in excel.
- Receiving logging and forwarding membership forms.
- Checking and logging invoices and arranging payment through the National Administration Unit (NAU).
- Ensuring Stationery Cupboard is fully stocked and ordering new items as/when required.

- Collection/distribution of post for specialist departments daily.
- Assisting in busy periods with any other ad hoc administrative assistance as assigned.
- In cases of annual leave and short-term sickness, providing cover to all specialist departments.

2.2 Additional tasks and responsibilities

Team cover

To provide cover in case of absence and assisting in special or emergency situations.

- Undertaking general office administration, including filing, photocopying, faxing, and scanning.
- Diary management, to include booking appointments, arranging meetings, preparation of paperwork and documents relevant to meetings.
- Dealing with all general enquiries to the department, by answering the telephone, responding to emails, taking accurate messages and passing on queries, as necessary.
- To assist in the establishment and maintenance of department records including: education, training, health, safety and environmental databases, ensuring efficient and accurate dissemination of information to members, Officers and Staff.
- To respond, after training, to first line enquiries from members and Officers on health, safety, and welfare at work.
- To assist in advertising and recruiting members on to Regional and National Education, and Political courses.
- To assist in the handling and accounting for Expenses Claims forms for student finances when attending courses.
- To assist in the preparation of reports for the Regional Secretary, and Regional Council.

Additional duties

To carry out other duties as designated by the Specialist Departments according to operational requirements.

3. ESSENTIAL SKILLS REQUIRED

- Ability to exercise initiative in dealing with problems and identifying solutions.
- Good standard of oral and written communication skills.
- The ability to prioritise the workload and meet deadlines, often under pressure.
- Knowledge of a range of windows-based applications including Word, Excel and Outlook, and able to use the internet for retrieving information.
- Good administration and organisation skills
- Accuracy and attention to detail.
- Flexibility, adaptability and enthusiasm.
- Team working is essential.