

### JOB DESCRIPTION

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| <b>JOB TITLE:</b>      | <b>Personal Assistant to the Regional Secretary</b> |
| <b>ACCOUNTABLE TO:</b> | <b>Regional Secretary</b>                           |
| <b>PLACE OF WORK:</b>  | <b>Region Office</b>                                |
| <b>GRADE:</b>          | <b>7</b>  |
| <b>HOURS OF WORK:</b>  | <b>Unspecified</b>                                  |

#### 1. MAIN RESPONSIBILITIES

- **Total and lone responsibility for the smooth and efficient running of the regional secretary's office, regularly requiring working outside of core hours, including early and late starts as necessary, working occasional weekends and overnights including up to six nights at Congress and occasional overseas visits. In addition, during particularly busy periods taking work home in the evenings and at weekends.**
- **Providing total, comprehensive, secretarial and administrative support to the regional secretary and the Regional Leadership Team.**
- **Taking the primary role for all organising and administrative support for the regional delegation to GMB's Annual Congress, Regional Council and the Regional Committee.**
- **Responsible for decision making on personnel issues in the regional secretary's absence.**

#### 2. SPECIFIC TASKS AND DUTIES

##### General

1. Sole responsibility for the smooth and efficient running of the regional secretary's office and for the provision of secretarial and administrative support to the regional secretary and the Regional Leadership Team.
2. Receiving all incoming communications and responding where appropriate and necessary.
3. Liaising with officers, staff, national office, other regions and outside organisations often on issues of high importance and strictly confidential.

4. Organising papers and preparing documents in association with the regional secretary's diary commitments.
5. Total management of regional secretary's diary, both hard copy and electronically.
6. Dealing with telephone and other enquiries/complaints as appropriate and forwarding to the relevant person where necessary.
7. Organising, maintaining and developing the filing systems (both electronic and hard copy).
8. Organising certain training within the region for officers, staff and Regional Executive Committee members.
9. Dealing with Industrial action ballot correspondence and giving authority to ballot on behalf of the regional secretary (under 300 members).
10. Giving and writing for authority for email, electronic diaries, Internet access etc. for officers and staff.

### **Annual Congress**

- A. Solely dealing with all correspondence relating to Congress. Sending out correspondence, seeking and acknowledging nominations, motions etc. Collation and checking of all nominations.
- B. Forwarding all relevant information to national office, adhering to strict guidelines and deadlines.
- C. Requesting reports and collation of information from officers and staff etc. to national office.
- D. Organising hotel accommodation for the regional delegation, room bookings and organising social events relating to Congress, which can include up to 5 regions.
- E. Required to attend Congress which necessitates long days and five/six over nights

### **Regional Council**

1. Organising for election of Regional Council once every 4 years, and required elections in-between.
2. Keeping an accurate database of all Council members and updating the membership system accordingly.

3. Sending out information, invitations, agendas, paperwork etc to Regional Council members.
4. Organising for guest speakers to attend where required.
5. Dealing with all correspondence associated with the Regional Council meetings (twice yearly), which includes minute taking, attendance and distribution of same to delegates and to all branches and officers. Also responsible for collating/amending the Regional Council report which is distributed to delegates in the form of a booklet.
6. Organising the venue and purchasing refreshments for meetings

### **Regional Committee**

- A. Keeping accurate database of all Regional Executive Committee members and updating membership system accordingly.
- B. Sending out information, invitations, agendas, paperwork etc. to Committee members.
- C. Attendance and minute taking of Committee meetings (once a month) and distribution of same to members.
- D. Preparing for and taking any minutes for investigatory hearings that are referred to the Regional Executive.
- E. Organising and purchasing refreshments for meetings.
- F. Organising and attendance of social/overseas events for the Regional Executive Committee and attendance which can require overnight stays.

### **Regional Senior Management Team Meetings**

- Organising the business and minute taking at the Regional Senior Management Team meetings and distribution of minutes, which includes attendance and overnight stay, when required.

### **HR Duties**

1. Keeping an accurate database and maintaining personnel records and monitoring/keeping accurate records of sickness, holidays, appointments and disciplinarys etc. using the HR system, People HR, Word documents and regional database.
2. Responsible for decision making on personnel issues in the regional secretary's absence.

3. Ensuring entire confidentiality at all times.

### **Investigations/Grievances/Disciplinaries etc.**

- A. Keeping personnel files, note taking and the formal communication for officers, staff and lay activists within the region. On occasions being required to keep day to day records of time keeping in the event of an individual being monitored etc.
- B. Accompanying the regional secretary and note taking at grievance/disciplinaries for colleagues in other regions, when required, which usually requires overnight accommodation.
- C. Taking accurate notes of any meetings, investigations, etc.

### **Vacancies**

1. Advertising and all other administration for all officers and certain staff vacancies within the region, arranging interviews, including booking venues and refreshments etc.
2. Being on the interview panel for staff appointments, as required.
3. Making appropriate arrangements upon appointment, obtaining personal information, emergency contacts etc. Setting up email accounts etc. and notifying relevant departments etc.

### **Social Functions**

- Organising social events for officers and staff i.e. team building events and Christmas/New Year events. Booking venues, tickets and hotel accommodation, food/beverages etc.

### **Purchasing**

- A. Holding the regional credit card (£10,000). Booking flights, train tickets, hotel accommodation etc. for the regional secretary, officers and lay activists as and when required, including overseas travel.
- B. Ordering regional promotional merchandise, certain office equipment.

### **Mobile Phone Account**

Dealing with problems regarding the mobile phone account. obtaining PUK codes etc. issuing guidelines to users. Managing the Analyst programme which monitors usage on the PC.

### **Regional Phone System**

- Dealing with problems regarding the regional phone system for outer offices as well as the regional office

### **Petty Cash**

- Total responsibility for holding/balancing the petty cash held within the regional secretary's dept.

### **3. ADDITIONAL DUTIES**

#### **Key Holding**

- Holding keys for the regional office and opening/locking up on occasions, which has included being called out in emergency situations

#### **Setting Alarms**

- Holding a security fob and being able to set and re-programme the alarm. Dealing with alarm faults and the security company out of office hours

#### **Server Connections**

- Being asked to check for faults with the computer server connections

#### **Fleet Vehicles & Pool Vehicles**

- (d) Hold full driving licence and being included on the fleet insurance scheme. Being able to drive fleet vehicles as and when required, e.g. picking up and driving the regional secretary and others to the railway stations, airport etc. Also using own car for this purpose.

#### **Room Bookings**

- Booking of meeting rooms for the regional secretary and others. Organising paperwork and refreshments for meetings.
- Booking accommodation for visitors and other regions.

#### **Regional Website and Regional Magazine**

- Assisting the regional editor with the regional website and regional magazine and being able to update website if necessary.

#### **Reduced Contributions**

- Receiving requests for reduced contribution rates, checking and sending out appropriate letters, advising finance department as necessary.

#### **Office Maintenance Supplies**

- Handling complaints and making the appropriate arrangements with service providers, e.g. telephone system providers, electricians, plumbers, builders, etc. for regional office and dealing with similar queries from the sub offices.

#### **Certificates of Merit and/or Long Service and GMB Award Badges**

- Processing requests and producing certificates and badges. Completing the

certificates and ordering and arranging for the engraving of the badges.

### **Transfers**

- Receiving requests for inter-branch, inter-regions or to other trade unions.
- Checking with the relevant branch/region or other trade union and advising the finance department as necessary

### **Financial Appeals/Sponsorships**

- Dealing with requests for financial appeals and members/associations for sponsorship etc.

### **Other Support**

- Providing administrative/secretarial support for the senior organisers in confidential matters.
- Any other duties as directed by the regional secretary.

**NB: This list is not exhaustive and other duties may come under this role.**

## **4. PERSON SPECIFICATION**

### **SKILLS / KNOWLEDGE / EXPERIENCE / QUALIFICATIONS / TRAINING**

1. Strong skills in all Microsoft Office applications – Word, Outlook, Excel, PowerPoint, Publisher and Access
2. Full secretarial, shorthand and typing skills
3. Willingness to undertake all relevant training
4. Accuracy and attention to detail
5. Administration and organisation skills
6. Flexibility and adaptability, which includes long hours (including working from home) and overnights as required
2. Good Interpersonal skills
3. Vast experience and extensive knowledge of the region and GMB as a whole
4. Ability to use own initiative in dealing with problems
5. Ability to exercise empathy
6. Ability to meet strict deadlines
7. Ability to work under pressure

8. Discretion and confidentiality at all times
  9. Provide comprehensive support to the regional secretary at all times
  10. Good knowledge of the Trade Union Movement
  11. Good working knowledge of the GMB membership system, the People HR System and the Mobile Phone Analyst Programme.
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