

JOB DESCRIPTION

JOB TITLE:	PA to Regional Secretary & Office Manager
ACCOUNTABLE TO:	Regional Secretary
PLACE OF WORK:	Regional Office, Chessington
GRADE:	7
HOURS OF WORK:	Unspecified

1. MAIN RESPONSIBILITY

- Responsibility for the smooth and efficient running of the Regional Secretary's office, providing secretarial and administrative support to the Regional Secretary, regularly requiring working outside of core hours. Responsible for organising and administrative support for Regional Committee, Regional Council and Regional Delegation to Annual Congress.
- Ongoing managerial responsibility across the region for all staff and provide full personnel/HR services in the region. Lead a team of staff and have direct management responsibility for the staff in the Finance Department, the Reception and Post and Print Department.
- Purchasing and procurement with responsibility for photocopiers, printers, postage systems, alarm systems, and ensuring best price on all goods ordered within the Region, and setting up accounts with providers, e.g. hotels, stationery suppliers etc. Influence, through negotiation and develop relationship with outside bodies.
- Required to use initiative on GMB policies and procedures and must manage and deal with problems using own discretion and liaise with Senior Organisers and Regional Secretary.

2. SPECIFIC TASKS AND DUTIES

General

- 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.

- Develop and implement policies, procedures and strategies.
- Undertake report writing, proof reading, and re-drafting. Expected to meet deadlines, conflicting demands, dealing with membership and branch complaints and often angry and abusive people, and dealing with difficult and sensitive situations.
- Receiving all incoming communications and responding where appropriate and necessary.
- Organising papers and preparing documents in association with the Regional Secretary's diary commitments.
- Total management of Regional Secretary's diary, both hard copy and electronically.
- Communicate with outside bodies and agencies, National Labour Party National, London, South East and London Labour Party, TUC, National and Regional, and TULO using sensitivity and confidentiality and use influence to develop good working relationships.
- Dealing with telephone and other enquiries/complaints as appropriate and forwarding to the relevant person where necessary.
- Organising, maintaining and developing the filing systems (both electronic and hard copy).
- Design and create databases of information and update accordingly, to be used by the Regional Management Team and others in the Region.

HR Duties

- Responsible for maintaining an accurate database and maintaining personnel records and monitoring and keeping accurate records of all absences, appointments etc. using the People HR system, Word documents and Regional database.
- Responsible for Regional Payroll, for triggering increments, service pay, or any other adjustments to pay, e.g. childcare allowances, overtime, etc. Distribute P45s/P60s/P11D's to staff and officers as and when required.
- Ensuring confidentiality at all times and dealing with matters requiring discretion, tact and diplomacy.
- Administering health referrals at appropriate time, e.g. immediate trigger for certain illnesses, or occasions of absence.

- Arranging health screenings for all staff and officers across the Region.
- Organising social events for Staff and Officers, e.g. Summer outing and Christmas events. Booking venue etc. and hotel accommodation where necessary.
- Responsible for organising regular Fire Safety Risk Assessment visits to Regional Office and 6 outer offices, together with organising regular Fire Safety Training for all staff and officers.

Investigations/Grievances/Disciplinaries etc.

- Keeping personnel files, note taking and the formal communication, etc. On occasions being required to keep day to day records of time keeping when an individual is being monitored.
- Taking accurate notes of any meetings, investigations, etc.

Vacancies

- Advertising all vacancies for National and Regional positions. Arranging interviews for staff and Officer vacancies throughout the Region.
- Interview and appoint staff throughout the Region.
- Making appropriate arrangements upon appointment of new staff and Officers, preparing contracts, obtaining personal information, bank details, etc. Setting up email accounts and notifying relevant departments etc.

Finance

- Signatory to the bank account and holding the Regional credit card. Booking flights, train tickets, hotel rooms etc. for Regional Secretary and Officers as and when required.

Officers' Expenses

- Checking Officers and staff monthly expenses sheets for accuracy and security and authorising.

Expense Claim Forms

- Checking and authorising lay members' expense claim sheets.

Mobile Phone Account

- Main Regional contact for Mobile phones, issuing guidelines to users etc. Managing the 02 Business account programme. Responsible for recording and reporting lost or damaged handsets etc.

Roger Goulborn Memorial Educational Trust Fund

- Dealing with all correspondence regarding applications to the Fund. Dealing with application requests and keeping accurate record of payments in and out of the Fund. Carrying out a yearly audit of the Fund and providing an annual report. Also, a Trustee of the Fund.

Regional Senior Management Team Meetings

- Minute taking at Regional Senior Management Team meetings and distribution of minutes. Follow up actions.

Annual Congress

- Dealing with all correspondence relating to Congress. Sending out correspondence, Seeking and acknowledging nominations, motions etc. Collation and checking of all nominations and arranging ballot if necessary.
- Forwarding all relevant information to National Office, adhering to strict guidelines and deadlines.
- Requesting reports and collation of information to National Office.
- Organising hotel accommodation, room bookings and organising events relating to Congress.
- Attending Congress and ensuring smooth running of Regional requirements, meetings, etc.
- Responsible for meeting the needs of all Regional Congress attendees, before and during Congress.

Regional Council

- Organising for election of Regional Council once every 4 years.
- Create and maintain an accurate database of all Council members and updating membership system accordingly.

- Sending out information, invitations, agendas, paperwork etc to Council members.
- Minute taking of Council meetings (twice yearly) and distribution of same to members and to all branches and officers.
- Organising and purchasing refreshments for meetings.
- Follow up actions and decisions of Regional Council.

Regional Committee

- Create and maintain an accurate database of all Committee members and update membership system accordingly.
- Sending out information, invitations, agendas, paperwork etc. to Committee members.
- Minute taking of Committee meetings (once a month) and distribution of same to members.
- Organising and purchasing refreshments for meetings.

Branches

- Additional signatory to all Branch accounts.
- Receive and examine Branch Development Plans and Special Payments Forms
- and forward same to Regional Committee, and once approved, to notify NAU. Record every Branch Development Plan and forward to Officers, as appropriate.
- Create, maintain and update an accurate database of all Branch Plans and Special Payments forms, for the use of Area teams.

Office Maintenance Supplies

- Responsibility for all Regional premises, for maintenance and equipment.
- Create and maintain an accurate database of suppliers.
- Create and maintain an purchase order system for electronic approval of orders from Regional Office and 6 outer offices. Scrutinise the supplies request, check and approve.

- Create, maintain and update an accurate inventory of Regional assets.
- Handling complaints and making the appropriate arrangements with service providers, e.g. cleaners, water suppliers, telephone system providers, electricians, plumbers, builders, cleaners etc. for Regional Office and for outer offices.

Certificates of Merit and/or Long Service and GMB Silver Badges

- Processing requests for Certificates and Silver Badges. Completing the Certificates and ordering and arranging for the engraving of the Badges.

3. ADDITIONAL DUTIES

Office Security

- Being a key holder and on call out list for alarm, Securing the building on occasions.

Fleet Vehicles & Pool Vehicles

- Overall responsibility for keeping records of all drivers. Dealing with parking tickets, fines, licence amendments, additional drivers, tyres, maintenance and other requirements. Ordering new vehicles. Arranging for MOTs, tax discs and services pool vehicles.
- Hold full driving licence and being included on the fleet insurance scheme and being able to drive fleet vehicles as and when required, e.g. picking up and driving people to railway stations etc.

Room Bookings

- Keeping a diary and taking bookings for the meeting rooms in Regional Office. Organising refreshments for meetings in Regional Office as and when necessary.

Reduced Contributions

- Receiving requests for reduced contribution rates, checking and sending out appropriate letter and card, advising Finance Department as necessary.

Transfers

- Processing member transfer requests, inter-Branch, inter-Regions or to other trade unions. Checking with the relevant Branch/Region or other trade union and then processing request.

Political

- Dealing with requests from CLPs and MPs and members for sponsorship, election grants etc. Deal with Political Exemption applications.

Affiliations

- Sending out cheques to relevant Branches for affiliation fees for relevant CLPs and for Trades Councils and maintaining database of information. Also responsible for sending cheques for Regional affiliations to Regional Labour Party (SE, SW and London) and for Regional TUC affiliations.

Other Support

- Providing administrative/secretarial cover in cases of absences or where workload dictates for the Senior Organisers. Providing secretarial support for Senior Organisers/Officers in confidential matters, e.g. investigations, disciplinaries.
- NB: This list is not exhaustive and other duties may come under this role.

4. PERSON SPECIFICATION

SKILLS / KNOWLEDGE / EXPERIENCE / QUALIFICATIONS / TRAINING

- Strong skills in the full Microsoft Office suite of Packages, Word, Excel, Publisher, PowerPoint and Access, and Outlook.
- Full secretarial, with fast and accurate shorthand and advanced keyboard skills.
- Accuracy and attention to detail
- Have extensive knowledge across a range of GMB policies and procedures.
- Administration and organisation skills
- Ability to create and maintain databases over a multitude of policies and topics
- Flexibility and adaptability
- Good interpersonal skills

- Ability to use initiative in dealing with problems
 - Ability to meet deadlines
 - Discretion and confidentiality are essential
 - Working knowledge of the GMB membership system, the HR Opera System and the 02 Business Account programme
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