

Job Description

Job Title	Senior Administrator
Grade	6
Accountable to	Head of Delivery
Place of Work	National Office
Hours of Work	Unspecified

MAIN RESPONSIBILITY

Maintain the smooth and efficient running of the General Secretary's office through providing high-quality and dynamic administrative support to the General Secretary and the General Secretary's office.

Support the project management and delivery of the priorities of the General Secretary through close collaboration with the Head of Delivery.

Work collaboratively and independently with colleagues across departments and Regions, lay leaders and representatives, to support the multi-faceted priorities set by the General Secretary.

SPECIFIC TASKS & DUTIES

Providing administrative support to the General Secretary, including complex diary management, dealing with highly sensitive issues on behalf of the General Secretary, taking notes and minutes of internal senior meetings, as well as sensitive political correspondence, ensuring issues are kept accurate and confidential.

Arranging events, taking minutes at meetings, circulating those minutes, tracking action points and priorities, co-ordinating training days, both for staff and lay leaders, which can include booking a conference venue, overnight accommodation, and buffets.

Proofread, coordinate and deliver Union-wide comms on behalf of the General Secretary, to both staff and members.

Where appropriate, identify/escalate/collaborate on National Office-specific needs and objectives on behalf of the General Secretary's office.

Review and develop administrative protocols and procedures to ensure consistency and efficiency.

Organise frequent and complex workplace visit schedules for the General Secretary in the Regions requiring highly effective communication and coordination with multiple high-profile stakeholders.

Establish and maintain effective communication networks between teams, Regions, members, and lay officials on behalf of the General Secretary.

When required, providing supervision for the smooth running of duties deriving from the General Secretary's office, including coordinating comms, supervision of support staff and facility needs.

Handling member complaints to the GS offices to ensure they are allocated support as necessary.

OTHER DUTIES

Master keyholder for the building, and when appropriate take responsibility for the security of the office.

Access and review the CCTV when required.

Undertaking general office administration including filing, photocopying, scanning, sending emails and answering telephone queries.

Ensure effective member/rep communications via email, Mail Chimp, Microsoft Forms, SMS Messaging services etc.

Travel to other offices and workplaces when necessary.

Essential Skills Required / Person specification

Excellent IT skills with a broad knowledge of all Microsoft 365 applications including Word, Excel, Email, One Drive, SharePoint and able to use the Internet for retrieving information. Good knowledge of People HR and extensive knowledge of the GMB membership system.

Excellent administration and organisation skills.

Excellent communication skills both orally and written.

The ability to produce work to a high standard ensuring accuracy and showing attention to detail.

The ability to work without direct supervision, use of own initiative essential and must be prepared to use own judgement to escalate issues to someone more senior as and when required.

To manage and prioritise own workload effectively, and to manage and coordinate the teams diary events.

Discretion and confidentiality.

Highly proficient in resource allocation, diary management, note taking, sustained maintenance of ongoing projects.

Ability to exercise initiative in dealing with problems and identifying solutions.

The ability to prioritise the workload and meet strict deadlines, often under pressure.

Flexibility, adaptability and enthusiasm.

Good teamwork and interpersonal skills.

Ability to exercise empathy.

Ability to work under pressure.

Experience and extensive knowledge of the GMB, good knowledge of the Trade Union Movement.

The postholder must be flexible and prepared to carry out any reasonable delegated tasks that may be given to them.

