

ROLE DESCRIPTION



Role title: Regional Support Officer – Representation

Directorate: Field Operations

Date: July 2025

Reports to: Senior Regional Support Officer

Role purpose (why the job exists and its contribution)

To contribute to the strength of the Union by efficiently and effectively supporting members, activists and lay officers in a defined geographical area and across the region when required.

Key responsibilities (the key areas of the role holder's work)

1. To undertake written casework to achieve the best outcomes for NEU members. *
2. To undertake casework research, casework support, casework management up to a hearing including the production of statements, collection of documentation, communications with the members and the employer and the production of bundles. *
3. To undertake research in preparation for negotiations with employers in a wide range of educational institutions.
4. To support recruitment work, especially in relation to national priorities.
5. To support increasing activism in the region by recruiting reps onto training courses, recruiting members onto courses and events in the region in line with regional priorities.
6. To support member engagement in union activities in the region, recruiting to events in line with regional priorities.
7. To assist in the delivery of national campaigns in the region.
8. To use all opportunities to recruit members
9. To use all opportunities to motivate and encourage members to become active in the Union and specifically to become reps and local officers.
10. By agreement to undertake casework and organising away from base.

*Casework should not account for more than 75% of the role.

How the National Education Union works
These principles set out the culture and approach of the NEU.

The role holder:

Models professionalism and integrity and acts in accordance with the NEU values

Supports the democratic processes

Promotes an organising culture across the union

Works collaboratively and empowers others

Is committed to innovation, learning and continuous improvement of working practices, organisational culture and resources.

Adopts a proactive and flexible approach

Key relationships
These are the main working relationships that the role holder will develop.

Person(s)	Nature
Senior Regional Support Officer	The role holder will be managed by the Senior Regional Support Officer.
Region	The role-holder will work collaboratively with other teams in the region to achieve regional objectives and priorities.
Lay Officers, Activists and Members	The role holder will liaise with lay officers, activists, workplace representatives and with members in a professional, sensitive and diplomatic manner, maintaining a good working relationship and working to recruit potential members and encouraging members to become active.
External bodies	The role holder will represent NEU externally as appropriate and will have regular contact with a range of stakeholders including employers, the TUC, and other unions as a spokesperson for the union and our policies.

Demonstrable key skills, knowledge and experience
The role holder must be able to demonstrate these capabilities to fulfil the role to a satisfactory standard.

Qualifications

- Well developed literacy and numeracy skills
- Training in organising would be beneficial

Resource management & Planning

- Ability to plan and prioritise own workload efficiently;
- Experience of maintaining electronic and database records effectively;

- Good attention to detail and accuracy;

Thinking challenge

- Knowledge and understanding of the NEU's political, educational and legal contexts;
- Knowledge of employment law;
- Knowledge and understanding of trade union organising;
- Knowledge and understanding of employment practices, policies and procedures;
- Sound analytical and problem-solving skills;
- Good research skills;
- Ability to work on own initiative within agreed parameters and to exercise judgement/make decisions;

Communication

- Communication skills (including active listening skills and ability to relate to a range of people in a range of situations);
- Excellent written skills, including the ability to present reports clearly and concisely;
- Experience of acting as an advocate for members/groups of members at workplace or local level would be beneficial;
- Ability to influence and persuade others;
- Ability to deal confidently with difficult and sensitive situations and to maintain confidentiality;

Operational delivery

- Knowledge and understanding of the education systems operating in the UK and relevant legislation, or the ability quickly to assimilate this knowledge;
- Ability to undertake and manage casework up to the level of a hearing;
- Good understanding of trade union structures including district and branch structures;
- Ability to work successfully with local union officers and activists;
- Ability to provide high quality member service;
- Knowledge and understanding of the organising agenda and the ability to recruit members and engage them in activism;
- Strong IT skills including Microsoft Office Suite and ability to provide management reports and information in a range of formats as necessary.

Additional

Work demands

- The ability to work under pressure and within critical deadlines;
- The work is undertaken from a base, but mobile work may be undertaken on occasions when required and as a professional development opportunity.
- To occasionally travel to attend activities and meetings away from the normal place of work, which may involve stays away from home. These could be regionally and nationally.

Additional relevant requirements

- Is firmly committed to the trade union movement and to the role of education unions in particular;
- Understands equal opportunities issues in education and has a commitment to promote diversity and oppose unfair treatment;
- The requirement to undertake other professional development and training as necessary for the performance of the role.

This role description will be kept under review and can be adapted to meet the changing needs of the National Education Union, subject to appropriate consultation.