

ROLE DESCRIPTION



Role title: Organising Assistant
Team: Region
Directorate Field
Date: July 2025
Reports to: Senior Officer

Role purpose (why the job exists and its contribution)

To provide logistical, administration, organisational, mapping and outreach support to the organising work in the region in order to deliver regional, cross regional and national organising projects, taking every opportunity to empower activists, support and develop reps, boost membership density and maximise member engagement and learning, especially by increasing the capacity and impact of organisers' face-to-face activities in workplaces, networks, branches and districts.

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

1. Provide a regional point of organising and logistical support and co-ordination for organising work , including administration and member communications relating to organising projects, learning events and conferences (pre- and post-), campaign support and the delivery of mailing and materials to ensure the team have the relevant resources.
2. Provide and undertake necessary organising support to co-ordinate work arranging meetings, learning and other member events, event registration and attendance lists, workplace visits, telephone calls and member/activist communication; and to provide a central point of organising support in the implementation of the unions aims. .
3. (a) Maintain and monitor a central knowledge bank of regional intelligence to include organising, learning and recruitment opportunities, enabling effective deployment of industrial organisers regionally.

(b): Having good knowledge of union systems, can access necessary data and use tools to achieve required aims and provide support and mentoring to colleagues, officers and activists in the use of union systems

(c) system set up and management of event registration and production of attendance lists

4. Provide input into organising plans and undertake agreed research and mapping to inform organising, learning and recruitment projects and campaigns, including collating activity reports..
5. Recruit and engage members and reps through direct participation in agreed recruitment, learning and member engagement activities, including targeted electronic, social media and telephone communications to members and activists and staff recruitment stands.
6. Liaise directly with a range of internal stakeholders, , members, reps and officers to support, enhance and develop their regional organising, learning and recruitment activities.
7. Provide administrative support to trainee recruitment activities, which will include liaising directly and build relationships with external stakeholders such as ITTs, and other trainee providers especially those that are school based, heads and principles, learning providers and conference/venue organisers.
8. Act as a point of contact for enquiries for members, activists, staff or local officers relating to events and bookings, responding in a professional and efficient timely manner;
9. Providing administrative support for regional training activity. Including, the co-ordination of training logistics such as venue booking, registration, setting up and compiling course materials. Prepare training reports and maintain accurate training records.

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
- Demonstrates a fair and consistent approach to people management
- 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
Region Senior officer	Role-holders will work collaboratively with the regional staff team to ensure the timely and efficient delivery of organising support The role holder is managed by the senior officer

Finance Dept	The role holder will liaise with the Finance Department to ensure the processing of payments and expenses claims.
Other staff	The role holder will liaise with regional staff to support regional organising, learning and recruitment activities.
Lay Officers, Activists & Members	The role holder will be the first point of contact for enquiries from lay officers, activists and members for questions about regional organising and learning activities.
External/other	Liaison with venues, speakers, despatch and suppliers to deliver successful regional events.

<p>Demonstrable key skills, knowledge and experience</p> <p><i>The role holder must be able to demonstrate these capabilities to fulfil the role to a satisfactory standard.</i></p>
<p>Qualifications</p> <p>ECDL advanced, ITQ or equivalent are desirable</p> <p>Resource management & Planning</p> <ul style="list-style-type: none"> • Ability to maintain accurate and effective paper and electronic filing/records/data management systems; • Ability to work successfully within an agreed budget <p>Thinking challenge</p> <ul style="list-style-type: none"> • Ability to evaluate information quickly in order to respond effectively to a range of enquiries, within established guidelines; • Ability to work on own initiative within agreed parameters; • Research skills and ability to analyse and present data accurately <p>Communication</p> <ul style="list-style-type: none"> • Communication skills, including active listening skills, and the ability to relate to a range of people; • Ability to deal with callers/event attendees in an approachable, professional, confident and efficient manner; • Ability to write clearly and concisely; • Ability to deal confidently with sensitive and difficult situations; • Ability to make a persuasive case for joining NEU and getting involved • Ability to use social media to engage members and non-members, and to promote member engagement activities <p>Operational delivery</p> <ul style="list-style-type: none"> • Ability to work pro-actively and independently within agreed parameters, whilst also contributing as an effective team member; • High standard of attention to detail and accuracy; • Good coordination, planning and organisation skills. For example, to make the organisational arrangements for project meetings, workplace visits. • Good numeracy skills

- Ability to take meeting notes and produce accurate reports;
- Good administrative and office skills. This will include good typing skills with a high standard of accuracy.
- Good IT skills including Microsoft Office Suite together with other IT programmes necessary for the delivery of the role. For example, the membership database, information and data management and reporting systems;

Additional

Work demands

- The ability to work under pressure and meet deadlines;
- The requirement to work evenings, weekends or flex-working arrangements as necessary for the performance of the role;
- The requirement to travel to attend activities, conferences and meetings away from the normal place of work, which may involve stays away from home. These could be locally, regionally, and occasionally nationally.

The requirement to be able to drive and possess a full driving licence (desirable)

Additional relevant requirements

- An understanding of and commitment to the NEU's objectives to promote equality and oppose unfair treatment;
- The requirement to undertake 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.