

## ROLE DESCRIPTION



**Role title:** Clerical Admin Assistant

**Directorate:** Regions, Wales and Legal Strategy

**Date:** January 2022

**Reports to:** Office Manager

### **Role purpose** (why the job exists and its contribution)

To provide general administrative, clerical and technical support and assistance to regional staff, to ensure the success of Union priorities for supporting, engaging and involving members.

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

1. To work collaboratively to provide the full range of general administrative, clerical and technical services to the regional staff team, to support and ensure the timely and efficient delivery of regional services to members.
2. To assist regional staff in arranging, preparing for and servicing a variety of regional meetings, events and courses, both in-house and externally.
3. To maintain up to date hard copy and electronic filing systems and databases within the office and generate reports as requested.
4. To maintain familiarity with the functions, priorities and campaigning activities of the Union and the regional office to respond appropriately to incoming phone calls and correspondence and to ensure that those making contact with the office are directed to the appropriate source for advice.
5. To provide timely and effective clerical support for senior regional staff.
6. To collate information and produce spreadsheet reports from the membership system and elsewhere to inform and support the work of senior regional staff.
7. To liaise with colleagues in other regions and headquarters on a variety of relevant matters
8. To undertake all general office duties.

**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 with 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
<b>Office Manager</b>	Role holders will be line-managed by the Office Manager.
<b>Region</b>	Role-holders will work collaboratively with the regional staff team to ensure the timely and efficient delivery of regional responsibilities and priorities.
<b>Officers, Activists and Members</b>	The role holder will liaise with local officers, workplace representatives, activists and members in a professional and diplomatic manner, maintaining good working relationships.
<b>External Bodies</b>	The role holder will interact with a range of external bodies relevant to the role.

**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**

- A good standard of general education

**Resource management & Planning**

- Ability to manage information appropriately and to observe confidentiality;
- Ability to maintain up to date and accurate data in relevant electronic and hard copy systems;
- Good attention to detail and accuracy;
- Good administrative and organisational skills;
- Ability to work proactively and independently whilst also contributing as an effective team member;

**Thinking challenge**

- Ability to evaluate information to effectively process member enquiries;
- Ability to work on own initiative within agreed parameters;

**Communication**

- Clear and approachable telephone manner and ability to deal with callers in a confident, sensitive, sympathetic and professional manner appropriate to the circumstances;
- Ability to run system processes, and provide reports in a range of formats;
- Ability to write clearly and concisely;

**Operational delivery**

- Ability to provide a high standard of member service;
- Skills and abilities to assist with the effective organisation and planning of a variety of events, meetings and courses;
- Excellent word processing and keyboard skills;
- Good IT skills including Microsoft Office Suite, in particular MS Word, outlook, excel, and PowerPoint together with any other IT applications necessary for the performance of the role;
- The ability to quickly gain competency in using a variety of technological packages including the NEU membership database, bulk emailing packages and bulk texting applications.

**Additional****Work demands**

- The ability to work under pressure, and to meet deadlines;
- A willingness to occasionally attend activities, conferences and other events away from base and which may involve overnight stays away from home (Desirable);
- The requirement to attend occasional training events away from base (including at HQ or other national locations), which may involve stays away from home;

**Additional relevant requirements**

- Sympathy with the aims of the trade union movement;
- An understanding of and commitment to the NEU's objectives to promote equality and oppose unfair treatment;
- The requirement to maintain up-to-date knowledge and understanding of the union's and the region's activities and priorities necessary for the performance of the role;
- Up to date understanding of data protection principles necessary for 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.