



## ROLE DESCRIPTION

<b>Role title:</b>	Member Adviser
<b>Team:</b>	AdviceLine
<b>Directorate:</b>	Recruitment, Membership and Advice
<b>Date:</b>	January 2022
<b>Reports to:</b>	AdviceLine – Team Leader

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

To work as a member of the team of Member Advisers to advise members on issues relating to their employment.

To provide legal advice on the terms and effect of signing a proposed settlement agreement and acting as the Relevant Independent Adviser pursuant to section 203 Employment Rights Act, 1996.

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

1. To respond to enquiries from members on matters including, but not limited to, conditions of service, pay, health and safety and pensions with a view to answering and resolving issues at an early stage. The majority of member enquiries will be handled by phone and the remainder by email/letter.
2. To refer members who require representation to the appropriate regional office providing details of advice already provided and full details to enable the efficient allocation of members to relevant caseworkers.
3. To record enquiries and advice given on the casework recording system accurately and in a timely manner.
4. To review members proposed settlement agreements and liaise with appropriate parties to ensure the best possible terms can be achieved. Providing written advice to members on the terms and effect of signing each agreement and taking personal responsibility for own case load, file management, maintaining systems and following processes at all times.
5. To have full commitment to self-development and using this knowledge to share best practice with AdviceLine colleagues wherever they are based.
6. To incorporate the union's organising strategy into advice work where appropriate.

7. To develop and maintain knowledge of current education and conditions of service issues affecting NEU's Membership and any area relevant to the post holder's particular 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
<b>Team Leader</b>	The role holder will be managed by a Team Leader (AdviceLine)
<b>Supervisor</b>	The role holders shift work will be managed by the Supervisor and will be allocated workload directly by them whilst reporting to their Team Leader for day-to-day performance management
<b>AdviceLine/admin team</b>	The role holder will work collaboratively with the other members of the AdviceLine Team within the Recruitment, Membership and Advice Directorate.
<b>Regional/ Wales Office colleagues</b>	The role holder will liaise as necessary with appropriate regional/ Wales office colleagues, to refer cases where further support and/or representation is required.
<b>Members</b>	The role holder will provide a high quality and efficient response service to members seeking advice and assistance from the AdviceLine.
<b>Officers and Executive Members, Branch Secretaries and other lay representatives</b>	The role holder may have contact with Officers, Executive Members, Branch Secretaries and other lay officials and will assist in dealing with their enquiries.

## **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;

### **Resource management & Planning**

- Ability to plan and prioritise work;
- Proven administrative and organisational skills;
- Ability to efficiently maintain a casework management database;
- Ability to deal sensitively with confidential issues;

### **Thinking challenge**

- Ability to evaluate information to respond to a range of member enquiries, within established policies and guidance;
- Experience of exercising judgement and making decisions, within accepted parameters
- Ability to manage difficult and sensitive conversations in a calm, confident and efficient manner;
- Analytical approach to problem solving;

### **Communication**

- Good communication and diplomacy skills, including active listening skills and the ability to relate to a range of people in a range of situations;
- Ability to write clearly and concisely;
- Ability to persuade, motivate and engage others;

### **Operational delivery**

- Demonstrable experience and ability to provide a professional, high-quality member service provision
- Experience of working on own initiative within agreed parameters;
- Ability to work collaboratively;
- High standard of attention to accuracy and detail;
- Good IT skills including Microsoft Office Suite, the membership/casework database and any other IT applications necessary for the performance of the role;

## **Additional**

### **Work demands**

- Ability to work under pressure and to ensure critical deadlines are met;
- The requirement and flexibility to work within a rota system in an office with extended operating hours;
- The requirement to attend occasional activities, including training, or meetings away from the normal place of work, which could require stays away from home. These could be held locally, regionally or nationally;

### **Additional relevant requirements**

- Ability to maintain up-to-date knowledge of teachers' salaries, pension and conditions of service arrangements, as necessary for delivery of the role;
- General knowledge and understanding of the education system in England, Wales and Northern Ireland; (*Desirable*);
- An understanding of trade union organising principles and how to use that knowledge in the role; (*Desirable*)
- The requirement to undertake professional development and training as necessary for the performance of the role E.g. to become a certified independent adviser to provide advice on settlement agreements (*Essential*)
- Understanding of and commitment to the NEU's objectives to promote equality and oppose unfair treatment;

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.