

ROLE DESCRIPTION



Role title: Wales Support Officer

Department: Wales

Directorate: Regions, Wales and Legal Strategy

Date: January 2022

Reports to: Wales Senior 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 across Wales.

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 and with the Wales Government.
4. To support recruitment work, especially in relation to national priorities.
5. To support increasing activism in Wales by recruiting reps onto training courses, recruiting members onto courses and events in Wales in line with Wales' priorities.
6. To support member engagement in union activities in Wales, recruiting to events in line with Wales priorities.
7. To assist in the delivery of national campaigns in Wales.
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
Wales Senior Officer	The role holder is managed by the Wales Senior Officer.
Wales	The role-holder will work collaboratively with other teams in the Wales Office to achieve Wales' 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 WTUC, 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;
- Employment Law training or equivalent experience
- Organising Academy qualification or equivalent experience (Desirable);
- Ability to write and communicate in Welsh (Desirable)

Resource management & Planning

- Ability to plan, prioritise and manage own workload to meet agreed deadlines;
- Experience of maintaining electronic and database records effectively;

- Good attention to detail and accuracy;
- Ability to deal sensitively with confidential issues;

Thinking challenge

- Knowledge and understanding of how to operate within 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 and to exercise judgement and make decisions within agreed parameters;

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 Wales 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 engage and 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 together with any other IT applications necessary for the performance of the role;
- 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 by agreement.
- The requirement 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 within Wales 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 maintain up-to-date knowledge of relevant legislation, including employment law, together with union rules and procedures as necessary for performance of the role;
- 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.