



ROLE DESCRIPTION

Role title: Administrator (Government Relations & Workforce Policy Team)

Team: Government Relations & Workforce Policy Team

Directorate: Organising, Learning & Bargaining

Date: January 2024

Reports to: Lead Officer – Health, Safety and Environment

Role purpose (why the job exists and its contribution)

To coordinate and provide effective administration support within the Directorate and to the Assistant General Secretary, and the Government Relations & Workforce Policy Team, enabling the Directorate to carry out effectively its work for NEU members

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

1. Provide personal and confidential support to the Assistant General Secretary (Organising, Learning & Bargaining), the Head of Government Relations & Workforce Policy, and the Lead Officers in the Workforce Policy team.
2. Undertake other work under the direction of the Head of Government Relations & Workforce Policy and the Lead Officers and assist, as required, other members of the Workforce Policy team.
3. Provide general administrative and clerical support within this team as required, including the maintenance of systems and contacts lists, survey management, travel planning, and the organisation, minuting and administration of meetings including in particular the Bargaining & Negotiations Strategy Committee, and assist colleagues as required with administrative activities commensurate with grade.
4. Support budget management e.g. through invoice processing and monitoring reports.
5. Under the direction of the Lead Officer: Health, Safety and Environment, play a key role in organising the annual Health and Safety Officers Briefing.
6. Undertake duties normally undertaken by the Admin Coordinator (Bargaining & Sectors) in that post holder's absence.
7. Undertake such other duties appropriate to grade as may be allocated by the Assistant General Secretary from time to time.

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
Assistant General Secretary (Organising, Learning & Bargaining)	The Assistant General Secretary leads and sets the strategic direction for Organising, Learning & Bargaining.
Head of Government Relations & Workforce Policy and Lead Officers (Workforce Policy team)	The role holder will assist and work under the direction of the Head of Government Relations & Workforce Policy and the Lead Officers (Workforce Policy Team) and will be line managed by one of the Lead Officers for appraisal and development purposes. Currently the role holder will be line managed by Sarah Lyons, Lead Officer: Health, Safety and Environment.
Workforce Policy team - Organising, Learning & Bargaining Directorate	The role holder will work collaboratively to provide effective administrative support enabling the Directorate to effectively carry out its work for NEU members
Other NEU Directorates	The role holder will liaise with colleagues in relevant departments including in support of projects undertaken in multi-disciplinary teams.
Central Events – Business Services	The role holder will liaise with the Central Events team regarding requirements for events.
Finance – Business Services	The role holder will liaise with the Finance Department to ensure the processing of payments and expenses claims.
Information Systems - Business Services	The role holder will liaise with the IS Department on day-to-day matters and queries involving use of IT systems
Lay Officers, Activists & Members	The role holder will liaise with lay officers, activists and members as necessary including regarding attendance at events/meetings etc organised by the Organising, Learning & Bargaining Directorate.
External bodies	The role holder will liaise with external bodies, for example to arrange meetings or speakers for events.

Demonstrable key skills, knowledge and experience <i>The role holder must be able to demonstrate these capabilities to fulfil the role to a satisfactory standard.</i>
<p>Qualifications</p> <p>None</p> <p>Resource management & Planning</p> <ul style="list-style-type: none"> • Ability to deal sensitively with confidential issues; • Ability to maintain accurate and effective paper and electronic filing/records/data management systems; <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; <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, including representatives of important stakeholders; • Clear and approachable telephone manner and ability to deal with callers in a confident and professional manner; • Ability to write clearly and concisely; <p>Operational delivery</p> <ul style="list-style-type: none"> • Ability to work pro-actively and independently, whilst also contributing as an effective team member; • Good coordination, planning and organisational skills. For example, in order to undertake the organisational arrangements for a variety of events and meetings (including senior-level external meetings) and maintaining action logs; • High standard of attention to detail and accuracy; • Good numeracy skills and ability to operate a budget management system; • Ability to manage committee work including servicing committees. For example, the preparation of agendas, note-taking and drafting accurate and concise minutes; • Good administrative and office skills. This will include good typing skills with a high standard of accuracy. • Good IT skills including Microsoft Office Suite, including SharePoint and Teams, together with any other IT applications necessary for performance of the role. For example, database, budget management system, electronic filing/records/data management systems, Zoom.
Additional
<p>Work demands</p>

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

Additional relevant requirements

- An understanding of and commitment to the NEU's objectives to promote equality of opportunity and oppose unfair treatment;
- The requirement to undertake professional development and training as necessary for the performance of the role;
- The requirement to maintain a broad and up to date understanding of the work of the team in order to process and respond to enquiries effectively;
- An understanding of and commitment to the NEU's objectives to promote equality of opportunity 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.