ADMINISTRATIVE AND LEGAL ASSISTANT

REPORTS TO: (Primary) Finance Administrator, Gibraltar. (Secondary) National Officer, Regional Officer and National Coordinator for Legal & Affiliated Services.

RESPONSIBLE FOR: N/A

COMMUNICATION WITH: Officers; Branch Secretaries; Solicitors; Members; and ancillary service provider within Gibraltar, including affiliated services.

UNITE SALARY BAND: 6

MAIN DUTIES & RESPONSIBILITIES (This job description is not a complete listing of all duties but contains the key elements of the role).

MEMBERSHIP SERVICES ADMINISTRATIVE AND LEGAL

On a day to day basis:

1. Answer and deal with members’ queries relating to union services and benefits and provide appropriate assistance.
2. Process membership applications and keep membership data up to date.
3. Administer members’ direct debit applications / changes.
4. Administer Union benefits and monitor eligibility – process members’ claim forms, including Driver Care applications, check eligibility, pursue arrears of contributions, follow-up where necessary.
5. Collect cash subscriptions and arrears (e.g. ensure collection is made prior to payment or access to Union benefits, especially those offered by Unite Legal Services).
6. Provide assistance for local delivery of education services.
7. Liaise with Unite’s panel solicitors in the region to ensure members have access to the range of service offered by Unite Legal Services. Process member applications for legal services ensuring these are processed via the Legal tab in Stratum.
8. Working under the guidance of the National Coordinator ensure legal and affiliated services are promoted actively in the Region and that effective monitoring is in place to develop and enhance the service to members.

SERVICE PROVIDED TO BRANCH SECRETARIES / SHOP STEWARDS

9. Answer queries and provide assistance.
10. Keep Regional Industrial activists / shop stewards / Branch officer listings up to date on the membership system.

SUPPORTING REGIONAL OFFICERS

11. Provide full secretarial / administrative support as required – managing diaries, organising meetings, minute taking to a high level of competence, taking shorthand notes etc. Provide organisational support for the Officers generally.
12. Provide administrative assistance to Finance Administrator.
13. Keep filing up to date in a manner consistent with Unite guidelines.
14. Be knowledgeable of and assist in 100% campaigns.

SUPPORT ORGANISING UNITS (on ad hoc basis)

15. Provide administrative assistance to Organising Teams, as required, and as detailed in the Organising protocol.
General
16 Open correspondence and respond as appropriate on a timely basis.
17 Answer telephones in a courteous and helpful manner.
18 Bank cash received and keep petty cash records.
19 Be open and willing to adapt to organisational changes to improve the service to members, and to improve the effectiveness and efficiency of the organisation.
20 Demonstrate a firm commitment to the Trade Union movement and to Unite the Union and display a full understanding of its work, ethics and principles.
PERSON SPECIFICATION

Job Title: Administrative and Legal Assistant

UNITE BAND: 6

Please Note: Short listing for interview will be determined on which candidates demonstrate on their application form who best meets the criteria below. Candidates will need to give strong evidence in all sections. The examples are given as a guide to candidates about the kind of evidence they should provide.

(The areas below are examples of the types of evidence we will look for from candidates and are not exhaustive).

Experience Required
1. Previous office experience in office administration.

Education/Qualifications
2. Competent use of all Microsoft Office applications particularly Microsoft Word.
3. Transcription skills using appropriate techniques (e.g. Shorthand, Speedwriting etc.)

Skills/Knowledge/Ability
4. Good interpersonal skills, the ability to communicate with people at all levels.
5. A flexible and co-operative approach to initiating and completing changes of processes / working practices.
6. Discretion and the ability to work to a high degree of confidentiality.
7. Awareness of security issues relating to cash handling etc.
8. Ability to draft correspondence, reports and information for committees.
9. Ability to work under pressure and meet deadlines.
10. Ability to prioritise workloads.
11. Working knowledge of office systems and procedures.
12. Knowledge of taking minutes at meetings.
13. Ability to assist with balloting arrangements.
14. Ability to extract statistics from computer records.
15. Excellent numeracy skills.

Languages
16. The successful candidates will need fluent spoken and written English and Spanish (desirable: Arabic).

Skills/Experience
17. The successful candidate will be able to demonstrate an understanding of the principles of Trade Unions representing working people.