

Southwark UNISON

JOB DESCRIPTION

TITLE: Branch Membership Services Officer

Hours: 21 Hours – This post will have flexible working TOIL will be available

GRADE: LBS Grade 6 equivalent

A: BASIC OBJECTIVES

1. to be directly responsible to the Branch Membership Services Manager and to maintain and develop systems for advising and supporting Southwark UNISON members;
2. To maintain and develop support for the democratic structures of the Branch.

B: REPORTS TO BRANCH MEMBERSHIP SERVICES MANAGER

C: STAFF SUPERVISED

To supervise agency or volunteer staff as directed by the Membership Services Manager

D: DUTIES & RESPONSIBILITIES/FUNCTIONAL LINKS

I DUTIES

1. to maintain and develop Branch Office administrative functions including correspondence, financial records, ordering and distribution of union publicity and other material to members/lay officers, organizing and administration of meetings, databases relating to members and lay officers, photocopying and filing.
2. Information gathering, for Branch Secretary and for other Branch Officers, as appropriate
3. to maintain and develop recruitment systems and membership/subscription records for all employers where the Branch has members, with the objective of increasing membership; this includes liaison with Regional and National officers
4. to provide frontline advice to Southwark UNISON members, including information on UNISON services, processing of applications in respect of personal injury claims, legal advice, welfare support, etc.; and referring inquiries to appropriate lay officials or full-time officers
5. to monitor and support branch case work including, data collection, case tracking and archive.
6. to prepare agendas for and take minutes of Branch Committee, Branch General Meetings and other Branch bodies
7. to supervise, as directed by the Membership Services Manager and agency and volunteer staff
8. to provide administrative support for UNISON training courses, including training records and equalities data

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9. to maintain and develop Branch lay representative systems, and, in consultation with the Membership Services Manager, to assist with UNISON elections and ballots, including industrial action ballots.
10. To undertake other duties and special projects consistent with the basic objectives and/or duties of the post.
11. To occasionally work outside office hours and to be prepared to work from and visit other buildings within a reasonable distance. (Any additional expenditure will be re-imbursed)

II FUNCTIONAL LINKS

Branch Officers
Departmental and Group Convenors
Stewards
Southwark UNISON members
Regional, Area and Local Organizers
Other UNISON staff at HQ and Regional Office
Managers and staff in secretariats of Council and other employers
Administrative staff in various Council departments and within other employers
Officers and staff of other Southwark trade unions and other UNISON branches

E: OTHER RELEVANT MATTERS

The post holder is contractually employed by Southwark UNISON and is fully funded by Southwark UNISON. The post is on [mirrored](#) LB Southwark Council terms and conditions, supplemented and amended by locally determined variations, as appropriate. [There will not be access to the Local Government Pension Scheme](#)

EQUAL OPPORTUNITIES

UNISON is committed to principles of equality of opportunity for all in terms of service provision and employment. The post holder's responsibility is to ensure equality of access to jobs and services to women, black/ethnic minorities, LGBT community, people with disabilities, regardless of marital status, age, creed/religion and unrelated criminal conviction. The post holder is expected to be fully conversant with the issues related to equality of opportunity to these groups and actively to further UNISON's policies in this area.

Agreed: Date