

Person Specification: Branch Caseworker Organiser

Introduction

UNISON Bexley branch is an equal opportunities employer, committed to providing equal opportunities regardless of race or ethnic origin, gender identity, family situation, sexual orientation, disability, religion or age. This person specification is designed to help the interviewing/shortlisting panel to judge the qualities of interviewees in a systematic and consistent way and in accordance with UNISON's equal opportunities policy. It is given to all job applicants for information.

Summary of key requirements

1. The post will require the successful candidate to undertake a range of representation duties where members require support and assistance with issues in the workplace. The focus of the job will be on representing members in employers beyond the council itself, such as those working in schools and care homes for example, but some representation within the council may also be required.
2. The post-holder will need to be well organised and able to manage electronic case files and proactively work with the branch case management system, inbox and voicemail to stay on top of incoming casework in order to assist the Branch Secretary with administration and management of casework and member contacts.
3. The post-holder will be an enthusiastic and flexible resource for organising and recruiting members at branch level. They may recruit new members directly-one to one; use simple issue-based campaigning; carry out leaflet drops; go to induction sessions; help to draft local and one-off recruitment materials; and use mapping techniques to identify areas for targeting.
4. The post-holder will have a strong commitment to the trade union movement and the ability to motivate potential members to join and participate in the activities of UNISON. They will also have an understanding of equalities issues and a commitment to building a diverse organisation. They must demonstrate an enthusiastic and proactive approach which encourages, motivates and enthuses members, potential members and activists.

Selection criteria

Knowledge and skills

Selection criteria	Assessment	Importance
Understanding of basic employment law and use of employer policies and procedures	Application/interview	Essential
Practical problem-solving abilities	Application/interview	Essential
Experience of planning and organising meetings	Application/interview	Essential
Experience of analysing information	Application/interview	Essential
Employment Rights Act accreditation, or willingness to attend UNISON stewards' training (in-person or virtual) to achieve this within six months of starting the role	Application	Essential
Managing casework and/or experience of using a case management system	Application	Useful
Familiarity with any of local government, social care, education and other relevant settings	Application	Useful

Interpersonal and communication

Selection criteria	Assessment	Importance
Experience of advising, guiding or persuading using interpersonal skills to respond to the needs of others	Application/interview	Essential
Ability to advocate on behalf of others and to challenge both members and employers in formal settings	Application/interview	Essential
Experience of dealing sensitively with people who may be upset or angry	Application/interview	Useful
Experience of influencing and negotiating with others	Application/interview	Useful
Experience of drafting emails, minutes, newsletters etc.	Application/interview	Useful
Experience of giving presentations	Application/interview	Useful

Initiative and independence

Selection criteria	Assessment	Importance
Experience of organising and prioritising own workload	Application/interview	Essential
Ability to work on own initiative	Application/interview	Essential
Following policies and procedures	Application/interview	Essential

Selection criteria	Assessment	Importance
Decision-making (within guidelines)	Application/interview	Useful

Resource management

Selection criteria	Assessment	Importance
Ability to manage an email inbox and telephone line with voicemail	Application/interview	Essential
Ability to manage casework on an online case management system	Application/interview	Essential
Ability to maintain confidential information and comply with the General Data Protection Regulation (GDPR)	Application/interview	Essential

Physical skills

Selection criteria	Assessment	Importance
Ability to use ICT equipment (laptop etc.) efficiently	Application	Essential
Ability to travel within the borough of Bexley	Application	Essential
Ability to lift light equipment (such as carrying recruitment materials and UNISON promotional items to meetings)	Application	Useful

General knowledge

Selection criteria	Assessment	Importance
Understanding of and commitment to the principles of equality and democracy	Application/Interview	Essential
General understanding of employment issues	Application/Interview	Essential
Understanding of the role of trade unions	Application/Interview	Essential
General ICT knowledge including Outlook, Excel and other Office products	Application/Interview	Essential