



## **JOB DESCRIPTION**

<b>JOB TITLE:</b>	<b>SECRETARY</b>
<b>GRADE</b>	<b>Grade 4 Band A</b>
<b>ACCOUNTABLE TO:</b>	<b>Regional Secretary's Department/Senior Organiser/Organiser</b>
<b>PLACE OF WORK:</b>	<b>GMB, The Old Arts School, Clinton Road, Redruth, Cornwall</b>
<b>HOURS OF WORK:</b>	<b>22½ hours per week – Monday to Friday</b>

### **1. MAIN RESPONSIBILITY**

To provide a confidential and professional secretarial and administrative service to a GMB Officer(s) as designated in order to ensure the efficient running of the office and to maintain a professional service to GMB members.

### **2. SPECIFIC TASKS AND DUTIES**

- Undertaking general office administration including, filing, photocopying, faxing, scanning, sending email, making full use of all office equipment to ensure that communication is effective and efficient at all times.
- Answering the telephone, taking accurate messages and passing on to the relevant individual and dealing effectively with routine telephone queries from GMB members and internal/external contacts in a polite, professional and efficient manner.
- Maintenance of records and filing systems both manual and electronic to effectively manage all information within an office/region.
- Diary management for Officers to include booking appointments, arranging meetings etc.
- Preparing papers, minutes of meetings, reports as required. Creating and maintaining simple databases/spreadsheets, contact information, mail merges and other relevant information, as required.
- Dealing with all general callers/visitors to the office in a polite and professional manner.
- Receiving and sorting both incoming post and emails and dealing with them in agreement with line management guidance. As well being responsible for the typing, preparation and dispatching of outgoing post and emails to relevant contacts as directed.
- Be responsible for bringing to the attention of GMB Officers any issues which may arise whilst they are absent from the office and proactively dealing with such issues as directed.
- Build relationships with other team members and colleagues within the Region in order to meet office/region/union objectives.

- Providing administrative cover in cases of absences or where workload dictates.
- To cover colleagues work during periods of sickness/absence/holidays.
- Any other duties that fall within the Grade.

**This list is not exhaustive and other duties may be required to ensure the smooth operation of the office.**

### **3. PERSON SPECIFICATION**

The candidate suitable for this post will have:-

- Good IT skills with a working knowledge of Microsoft Office applications to include Word, Excel and Lotus Notes
- Previous experience of working in a demanding administrative/secretarial role
- Good secretarial skills to include: a good telephone manner, fast and accurate note taking, typing skills and diary management
- Excellent verbal and written communication skills and experience of successfully communicating with a variety of people at all levels
- The ability to prioritise own workload whilst at times working under pressure, to tight deadlines and with varying workloads
- The ability to produce work to a high standard ensuring accuracy and showing attention to detail
- Experience of working as an effective team member and providing support to others
- The ability to work without immediate supervision, be prepared to use initiative in dealing with problems, whilst using own judgement to refer any issues with which guidance or assistance is needed
- The ability to recognise and have strict regard for confidential and sensitive material