

Based in the London office of the **National Union of Journalists (NUJ)**, located in Kings Cross, this maternity cover Industrial Secretary will provide secretarial and administrative support to the London based officials and associated sectorial members.

Industrial responsibilities:

- The **first point of contact** for members wishing to engage in dialogue with NUJ officials based in London.
- Screening calls and emails to ensure that initial information is gathered and recorded to a point where it is possible to decide on the urgency and appropriate course of direction relevant to the situation.
- Requesting supporting documentation and any other relevant information that might be necessary to expedite the assistance that might be provided.
- Sign-posting members to their local workplace representatives and branch officials.
- **Proactively organise** the logistics for officials to attend internal and external meetings, conferences, forums etc.
- Diarising advanced, fixed event dates as soon as they become available.
- Liaising with external parties in order to gain consensus on mutually agreeable dates to meet.
- Booking travel in advance as to ensure the maximum reduction in fare.
- Coordinate with other administrative staff where there is a need for multiple staff travel arrangements.
- **Support the officials** with their recruiting and retention efforts.
- In liaison with the departmental officials and the legal department, **administrate ballot processes**, ensuring that timescales and procedures are properly adhered to.
- **Establish and maintain** clear lines of communication with local activities, chapels, branches, lay representatives, committees and councils in order to achieve a good working relationship and free flow of information.
- **Update the union database** with information relating members, chapels and branches, when received, where necessary, in liaison with the membership department.
- Ensure that all new representatives (reps) undertake trade union training at the earliest point and record their attendance.
- Provide administrative **support to servicing officers**, based in London and in other NUJ offices, as directed.
- Call for items that are to be included in meetings.
- In conjunction with the official, draw up meeting agendas.
- Put together and distribute meeting packs to be sent to all attendees, in accordance with standing orders.
- Provide the administrative staff member, tasked with dealing with the matters of the National Executive Council (NEC), with minutes to be submitted to the upcoming NEC and the NUJ website.
- Undertaking general typing and maintaining accurate electronic and paper filing systems.
- Taking minutes, audio and touch typing.
- Assist officials and members with travel arrangements, including booking trains, planes and accommodation, as requested and required.
- Provide mutual cover for/assistance to the other Industrial Secretary (London)
- **Liaise with and remotely assist**, as and when required, the other NUJ administrative staff in Manchester, Glasgow and Dublin, in order to promote and provide a streamlined, barrierless team focused support structure.
- Undertake other duties, as directed by the Head of Personnel & Administration.

The post holder will demonstrate the following:

Proficiency in the use of MS Office applications, including Word, Excel, Teams, PowerPoint, Outlook + | Day-to-day use of a modern database | Fast and accurate touch typing | Exceptional customer service skills and focus | Unflappable and sympathetic when faced with members in distressing situations | An excellent telephone manner | Handling confidential information and difficult situations with calm and diplomacy | An understanding of equality matters | Effortless organisational skills | Diary and travel management | Minute taking, shorthand and audio | Experience of working in a membership or customer facing organisation | A good understanding of the implications of the Data Protection Regulation 2018 on the role | SharePoint and Dropbox preferred, but not essential | Basic employment law | Health & Safety | General Data Protection Regulation | Reconciliation of basic office accounts | Discretion | A proactive approach to the working day | professional, friendly and team orientated when dealing with colleagues and members alike | Initiative and self-motivation | A desire to get involved | An interest in trade unions and their aims | Happy to work day-to-day in a busy team with all hands on deck.

Job Title: Industrial Secretary (London) | **Department:** Administration | **Location:** London | **Staff Chapel:** GMB | **Grade:** 5 |
Reports to: Head of Personnel & Administration | **Contract Type:** Temporary Maternity Cover | **Start Date:** ASAP |
Annual Salary: £30,667.23 | **Ann. London Weighting:** £3,750 | **Working Time:** Full-Time, 5 days a week, 32.5 hours a week |
Working Pattern: NUJ operates a hybrid working pattern, which involves a **minimum** of 3 days in the London office and the remaining 2 days working from your permanent residence. There may be a requirement to work 5 days in the office, dependant on business needs.

APPLICATIONS: CV and cover letter demonstrating suitability for the role, should be sent to personnel@nuj.org.uk to arrive no later than **Tuesday 1st February 2022**