

### **JOB DESCRIPTION**

#### **PURPOSE**

To create and maintain up to date Membership and Visual File records, assist with carrying out the general administrative duties of the Membership and Membership Support Teams and be a good ambassador for the Union when dealing with members, lay officers, staff and other external organisations.

#### **MANAGEMENT**

The Membership Assistant is responsible to the General Secretary under the line management of the National Official (Recruitment).

#### **LOCATION**

The Membership Assistant is based in the Membership Team at NASUWT Headquarters, Hillscourt Education Centre, Rose Hill, Rednal, Lickey, Birmingham B45 8RS.

#### **RESPONSIBILITIES OF ALL POSTS**

All post holders must undertake their responsibilities in such a way as to:

- promote the NASUWT's organising agenda;
- recruit and retain members of the NASUWT;
- promote the NASUWT and its policies;
- promote equality of opportunity.

#### **PRINCIPAL RESPONSIBILITIES**

1. To undertake tasks relevant to the provision of administrative/clerical services including:
  - processing new membership applications, calculate appropriate subscription rates and enter details on the membership database;
  - researching, creating and maintaining accurate and up to date membership records;
  - researching and maintaining accurate workplace and employer records;
  - supporting and assisting members and prospective members with any membership queries;
  - liaising as appropriate to update members' records;
  - assisting with the induction and training of new staff in the use of the membership system;
  - undertaking general administrative duties.

2. To provide support to the MSA team by:
  - Answering routine telephone calls;
  - Supporting the management of emails
  - opening and updating Visual Files
  - recording key information including name, membership number, workplace, employer and nature of query
  - issuing standard drafted responses to both telephone and email queries as directed
3. To work in co-operation with the staff of other Headquarters teams and Centres on projects and initiatives with shared interest.
4. To undertake any other reasonable duties requested.