



**The professional association for
social work and social workers**

Administrator

Responsible to: Administration Manager A&R Service

Overall Objective: To provide and maintain the Advice and Representation duty service and administration support to A&R Officers, Trade Union Officials and Trade Union Advisors

Tasks:

1. To answer all incoming calls to duty service and to process such calls effectively, according to required process and in a timely fashion.
2. To be the first point of contact for new and ongoing duty cases.
3. To manage sensitive and confidential calls efficiently with empathy and understanding.
4. To listen, record and understand complex and varied employment issues, engaging positively to elicit key information.
5. To proactively assess and make accurate decisions on next actions or requirements.
6. To ensure that all duty cases have been concluded each day.
7. To provide administrative support to A & R Officers, Trade Union Officials and Trade Union Advisors.
8. To work closely with the Senior A&R Officers / Trade Union Officials and Administration Manager to undertake all relevant tasks as required and within required deadlines.
9. To work with the Senior A&R Officers and Administration Manager to identify and manage active projects and team development plans.
10. To produce and process documents, correspondence and any other material as directed in the support of the team.
11. To accurately record information in accordance with our processes and procedures.

12. To maintain the duty system, including advising the Administration Manager of cases requiring further action or allocation.
13. To update member case records.
14. To take accurate minutes and notes of meetings and distribute in a timely way.
15. To send out evaluation forms in a timely manner, to analyse member feedback and compile reports for the A&R Management Team.
16. To participate in supervision and identification of training needs.
17. To open newly allocated cases and close existing allocated cases.
18. To open, record and allocate incoming post in the absence of the A&R Administration Manager.
19. To keep filing up to date and to maintain concise filing systems.
20. To attend Team Meetings and Training Days when required.
21. To undertake any additional duties as required by the Chief Executive or the Head of BASW's A&R Service/Assistant General Secretary, SWU.