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| 1270/MT/JH |  |

30 August 2024

# To the Applicant

**named in the Address**

Dear Applicant

## Information for Applicants

Thank you for the interest you have shown in the vacancy of **Receptionist – Post and Despatch Section – Head Office (Ref: 881)**.

The Union of Shop, Distributive and Allied Workers is one of the UK's largest trade unions, with members working in retail, distribution, food processing and manufacturing, and other industries (sectors).

I hope you find the application pack sufficiently informative in deciding whether you are the right person for this post.

**The application closing date is noon on Wednesday, 11 September 2024.** Please email your completed Application and Equal Opportunities forms to jobvacancies@usdaw.org.uk.
If an acknowledgement of receipt of the application form is required, please telephone the
HR Section on 0161 249 2457.

Interviews are expected to take place on **Thursday, 19 September 2024.**

All applications will be treated in the strictest confidence. Please note that CVs will not be accepted and we can only accept emailed applications in Word or PDF format.

Please note that it is the Union's policy to not give external candidates feedback after not being shortlisted for interview.

I look forward to receiving your application.

Yours sincerely

# BRENDAN DUGGAN

Executive and Administration Officer



**RECEPTIONIST**

**POST AND DESPATCH SECTION**

**HEAD OFFICE**

**(REF: 881)**

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**JOB DESCRIPTION**

**RECEPTIONIST**

**POST AND DESPATCH SECTION**

**HEAD OFFICE**

**(REF: 881)**

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| **Job Title:** | Receptionist |
| **Grade:** | 1 |
| **Responsible to:**  | Supervisor – Post and Despatch Section  |
| **Job Purpose:****Hours of Work:** | To provide a complete reception and switchboard service for Head Office. 34 per week: 8.45 am – 4.45 pm Monday – Thursday8.45 am – 3.45 pm Friday The hours may be varied to meet the needs of the service. This will be subject to prior consultation and agreement.  |
|  |  |

## Principal Accountabilities

The duties outlined below are not intended to be an exhaustive list but are simply to indicate the main activities of the postholder:

1. Operate the main switchboard using a Mitel/MiCollab system, directing calls to the appropriate extension or office, taking messages where necessary.
2. Meet and greet all visitors to the office, ensuring security procedures are followed, issuing access passes and advising the relevant staff of their arrival.
3. Perform administrative tasks as required to assist the work of the Post and Despatch Section.
4. Operate the controlled entry system to the Union's car park.
5. Monitor the CCTV system.
6. Order taxis for visitors and staff as required and keep a record of all bookings made.
7. Accept deliveries and ensure items left in Reception are collected by the appropriate person.
8. Oversee the general enquiries email inbox, filtering emails to appropriate departments/offices and general housekeeping.
9. Ensure the front and rear doors of the building are secure during the day.

## Planning and Organising

1. Work originates via the telephone, visitors arriving at the building or requests from internal staff.
2. Work is primarily reactive.
3. Prioritising administrative work in-between answering telephone calls and assisting visitors.

## Essential Internal and External Work Relationships

All Head Office Departments

Union Officials and Members

Visitors

External Agencies, ie taxi companies



**PERSON SPECIFICATION**

**RECEPTIONIST**

**POST AND DESPATCH DEPARTMENT**

**HEAD OFFICE**

**(REF: 881)**

The post requires you to have, or be capable of acquiring, the competencies listed in the boxes below. These cover knowledge, skills, and behaviours.

The Application for Employment form has a section headed 'Key Competencies', where you should tell us how you meet those competencies. It is not sufficient simply to repeat the words in the person specification: we expect you to give short, clear real-life examples to demonstrate your ability to do this job. Some of your examples may cover a number of competencies, so you do not need to repeat the details each time.

Your examples should tell us what was required, what you did, what the outcome was, and what you learned from the situation.

We know some of the competencies may be specific to Usdaw. Applicants without this specific information should demonstrate their competence from other experiences or situations and explain how that is transferable to this job.

**Please do not use more than three additional pages in addition to the Key Competencies page at Section 8 of the Application for Employment.** Where more than three additional pages are submitted, the application may not receive any further consideration.

The fields in the 'Application for Employment' form have no word or character limit and will automatically expand as they are completed.

If you are shortlisted for interview, you will be required to undertake further exercises for us to assess your competencies practically.

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| **KNOWLEDGE** |
| * Knowledge of office practices and procedures.
* Knowledge and understanding of the principles of data protection.
* A basic knowledge of the Union.
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| **SKILLS** |
| * Proficiency in the use of a switchboard/telephone skills.
* Experience of reception work.
* Experience within an office environment.
* Experience of administrative tasks.
* The ability to communicate effectively with all levels of staff and have excellent telephone, interpersonal and written skills.
* The ability to prioritise work and have well-developed planning and organisational skills.
* IT literacy including knowledge of Microsoft Office, with particular emphasis on Excel skills.
* The ability to use office equipment.
* The ability to suggest improvements to systems of working.
 |
| **BEHAVIOURS** |
| * Works harmoniously in a small team and with individual colleagues.
* Demonstrates tact, initiative and discretion in managing confidential and sensitive information.
* Demonstrates a commitment to Equal Opportunities practice.
* Responds flexibly to the demands of the job, shares knowledge and actively contributes to team discussions and decisions, whilst respecting the views of colleagues.
* Demonstrates a methodical approach and attention to detail with high concern for order and accuracy.
* Makes sound judgements and knows when to refer more complex queries.
* Participates in training and development opportunities.
 |
| **SPECIAL REQUIREMENTS** |
| * Must be flexible with regard to working hours/holidays to maintain office cover during normal office opening times, peak and holiday periods, including Christmas and New Year.
 |



# PRINCIPAL CONDITIONS OF SERVICE

Usdaw offers generous conditions of service. Some of the Union's key terms and conditions are detailed below:

Salary and Hours

This information is detailed on the advertisement and/or job description.

Maternity and Paternity Entitlement and Shared Parental Leave

The Union provides generous maternity leave provisions and the Paternity and Shared Parental Leave Policies are set out in the Staff Handbook.

**Holidays**

The Union provides a generous holiday entitlement of 24 days rising to 32 days after 5 years' service
(pro rata to commencing month in holiday year and number of days a week worked).

**Sick Pay Entitlements**

The Union provides a generous sick pay scheme subject to qualifying criteria.

**Pension**

Usdaw is compliant with auto enrolment legislation which requires the automatic entry of all new employees into a workplace pension scheme.

New employees will be auto enrolled into the Usdaw Staff Defined Contribution Pension Plan on commencement of employment subject to their meeting the following qualifying criteria:

* They are aged between 18 and State Pension Age, and
* Their annual earnings exceed the prevailing Personal Allowance for Income Tax.

Non-qualifying employees will not be auto enrolled but may opt in at any time.

New employees will receive separate correspondence concerning their eligibility for automatic enrolment and will be provided with details of the Pension Plan and its benefits.

On completion of two continuous years' employment employees are eligible to opt out of the Pension Plan and join the Union’s final salary pension scheme instead.

## Probationary Period

All employees, upon commencing employment with Usdaw, are required to undertake a minimum probationary period of six months.

**Data Protection Policy**

The Data Protection Policy sets out how the Union processes the personal data of members of staff for contractual, legal and other legitimate purposes.

Privacy notices are used where it is necessary for the Union to gather personal data from staff.

The Personal Data Breach Policysets out how the Union responds to actual or suspected breaches of personal data.

### References

All conditional offers of appointment are subject to the Union being satisfied with two references. Both referees will be asked to comment on work performance, particularly in relation to the person specification, eg current or previous employer, tutor, etc.

Applicants should note that members of the interviewing panel are disqualified from providing references for shortlisted candidates.

### Medical

All conditional offers of appointment are subject to the Union being satisfied with a pre-employment medical questionnaire. This will be conducted by the Union's occupational health provider.

## Requirements of the Immigration, Asylum and Nationality Act 2006

All conditional offers of employment are subject to the production of a document or documents on a statutory list that confirms eligibility to work in the UK.

## Equal Opportunities Policy

Usdaw is an equal opportunities employer committed to treating all employees and job applicants with dignity and respect. A copy of the Equal Opportunities Policy is included in the application pack.

# EQUAL OPPORTUNITIES MONITORING FORM

This section of the application form will be detached from your application and will be used solely for monitoring purposes and will not be seen by the appointing panel.

Usdaw is an equal opportunities employer. We are committed to treating all employees and job applicants with dignity and respect regardless of gender, sexual orientation, gender reassignment, race, religion or belief, marital status and civil partnership, disability, age or pregnancy and maternity. We therefore welcome applications from all sections of the community.

Your co-operation in completing this form in full and returning it along with your application form and convictions form will help us to ensure that we maintain that commitment.

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| **Gender** | M [ ]  | F [ ]  | Another GenderIdentity [ ]   | Prefer Not [ ] to Say |

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| --- | --- | --- | --- | --- | --- |
| **Age** | 16-24 [ ]  | 25-35 [ ]  | 36-45 [ ]  | 46-55 [ ]  | 56 plus [ ]  |

**Ethnic Origin**

|  |  |  |
| --- | --- | --- |
| **Asian or Asian British**Indian [ ] Pakistani [ ] Bangladeshi [ ] Other [ ] (please specify)  | **Black or Black British**Caribbean [ ] African [ ] Other [ ] (please specify)  | **Chinese/Other Ethnic Group**Chinese [ ] Other [ ] (please specify)  |
| **Mixed**White & Black [ ] White & Black African [ ] White & Asian [ ] Other [ ] (please specify)  | **White**British [ ] Irish [ ] Other [ ] (please specify)  | **Other**(please specify) [ ]   |

**Disability**

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| The Union will make reasonable adjustments in respect of applicants with a disability. This applies to the application and shortlisting stages and during the selection process.The Equality Act defines disability as 'A physical or mental impairment which has a substantial and long-term effect on the person's ability to carry out normal day-to-day activities'. |
| Do you consider yourself to have a disability? | YES [ ]  NO [ ]   |
| If yes, please state nature of disability:   |

REF: 881

Receptionist – Head Office

August 2024

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| Where did you **first** see this job advertised? |
| The Guardian [ ]  | TUC [ ]  | Internal Notice [ ]  | Word of Mouth [ ]  |
| Total Jobs [ ]  | Fish4Jobs [ ]  | S1 Jobs [ ]  | Journal [ ]  |
| Local Paper [ ] (please specify): | Other [ ] (please specify): |
| Are you employed by the Union? | YES [ ]  NO [ ]  |
| Are you carrying out work for the Union through an agency? | YES [ ]  NO [ ]  |

**Data Protection**

Usdaw is committed to meeting its obligations to process data in accordance with the requirements of data protection legislation.

The data we collect on this form will be used for the production of de-personalised statistics and for any necessary reasonable adjustments. The form will be stored securely and destroyed six months following the interview date. Successful applicant(s) will be subject to the Union's Privacy Notice for Staff on commencement of employment. You have the right to be informed about processing of your personal data, request access to your personal data, and its rectification, erasure, restriction on processing, objection to processing and portability. You have the right to complain to the Information Commissioner. Usdaw and its Data Protection Officer may be contacted at Voyager Building, 2 Furness Quay, Salford Quays, Manchester, M50 3XZ.

## EQUAL OPPORTUNITIES POLICY

The Union is committed to policies and actions to ensure that its staff are not discriminated against on the basis of gender, sexual orientation, gender reassignment, race, religion or belief, marital status and civil partnership, disability, age or pregnancy and maternity.

The Union embraces and is committed to implementing all anti-discrimination legislation and aims to ensure its compliance in all aspects of its work as an employer.

These principles will apply in respect of all terms and conditions of employment, including pay, hours of work, holiday entitlement, overtime and shift work, work allocation, guaranteed earnings, sick pay, pensions, recruitment, training, promotion and redundancy.

**Policy Statement:**

The Union is committed to:

* Developing policies to promote equality of opportunity in employment.
* Assisting in creating a productive, safe and discrimination-free work environment where all staff are treated fairly and with respect.
* Demonstrating and promoting a commitment to equality issues by preventing and challenging discrimination and valuing diversity.
* Developing stronger internal and external communications on all aspects of Union business but specifically equality issues and ensuring that staff views are listened to and responded to.
* Improving the motivation, performance, skills and morale of all staff.

All staff will be made fully aware of this policy and must adhere to its requirements. Any staff member who feels that they have grounds for complaint in relation to bullying, discrimination, harassment or victimisation has the right to pursue their complaint through the Union's Grievance Procedure or Harassment and Bullying Procedure.

All complaints relating to alleged breaches of the Union's Equal Opportunities Policy will be investigated. Any such complaints which are upheld may lead to appropriate disciplinary action being invoked against any member of staff of the Union.

The Union and relevant staff representative bodies agree that they will revise, from time to time, through their joint machinery, the operation of this Equal Opportunities Policy.

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| CRIMINAL CONVICTIONS FORM |

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| Do you have any unspent convictions? | YES [ ]  NO [ ]  |
| If yes, please give details below. Spent convictions do not have to be declared as the job is not one that is covered by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. Please see [https://www.gov.uk/government/publications/new-guidance-on-the-rehabilitation-of-offenders-act-197](https://www.gov.uk/government/publications/new-guidance-on-the-rehabilitation-of-offenders-act-1974)4 for further details. We will not discriminate against ex-offenders. If you have previous convictions this will not automatically prevent you from getting the job. We will consider how previous convictions could affect the job you are applying for. The information you provide will be kept confidential. |

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| I confirm that to the best of my knowledge the information given on this form is true and correct. I understand that if I deliberately omit or give false/misleading information I will be immediately disqualified from the selection process, or be subject to disciplinary action, if already in employment.Signed: Date:  |

**Data Protection**

Usdaw is committed to meeting its obligations to process data in accordance with the requirements of data protection legislation.

The information we collect on this form will be used to process your application for employment purposes. The form will be stored securely and destroyed six months following the interview date. Successful applicant(s) will be subject to the Union's Privacy Notice for Staff on commencement of employment. You have the right to be informed about processing of your personal data, request access to your personal data, and its rectification, erasure, restriction on processing, objection to processing and portability. You have the right to complain to the Information Commissioner. Usdaw and its Data Protection Officer may be contacted at Voyager Building,
2 Furness Quay, Salford Quays, Manchester, M50 3XZ.

REF: 881

Receptionist – Head Office

August 2024

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| APPLICATION FOR EMPLOYMENT |

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|  |  |
| **PERSONAL INFORMATION****(CONFIDENTIAL)** | **ID NO:****(for office use only)** |

Please complete this form in BLACK ink or type written.

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| **POST TITLE:** **RECEPTIONIST - HEAD OFFICE** | **CLOSING DATE:** **NOON ON WEDNESDAY, 11 SEPTEMBER 2024** | **JOB REF NO: 881****(for office use only)** |

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|  | **PERSONAL DETAILS** |  |  |
|  |  |  |
|  | Surname:  | Forename(s):  |
|  | Address:  | Home Tel:  |
|  |  | Work Tel:  |
|  |  | Mobile No:  |
|  |  | Email Address:  |
|  | Postcode:  | NI No: |

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|  | Please give any dates when you are unavailable for interview:The panel will not necessarily be able to accommodate applicants who are unavailable on given dates. |

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|  | **PRESENT OR MOST RECENT EMPLOYMENT** |  |
|  |  |  |
|  | Name and Address of Employer:  | Job Title:  |
|  |  | Notice Period:  | Salary:£ |
|  | Postcode:  | Date commenced: Date left *(where applicable)*:  |
|  | Nature of Business:  | Reason for Leaving *(where applicable)*:  |
|  | Brief description of main duties and responsibilities. |

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|  | **PREVIOUS EMPLOYMENT**Please list all previous employment, work experience, voluntary work or any gaps in employment – starting with the most recent first. If necessary, please attach additional information regarding employment and education history on a separate sheet and return this with your application form. |

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| --- | --- | --- | --- |
| Name and Address of Employer | Job Title and Brief Description of Main Duties | DurationYears/Months | Reason forLeaving |
|  |  |  |  |

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| --- | --- | --- |
|  | **EDUCATION** |  |
|  |  |  |  |
|  | Schools, Colleges, etc. | Qualifications Gained | DurationYears/Months |
|  |  |  |  |

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| --- | --- | --- |
|  | PROFESSIONAL/TECHNICAL QUALIFICATIONS |  |
|  |  |  |  |  |
|  | Qualification Gained | Where Obtained | DurationYears/Months |
|  |  |  |  |
|  | Membership of professional bodies other than above and how obtained. |
|  |  |  |  |

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|  | **TRAINING** | (Job related training courses attended) |
|  |  |  |  |
|  | Course | Where Attended | Date |  |
|  |  |  |  |  |

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| **8.** | **KEY COMPETENCIES** |
|  |  |
|  | **Please give details of relevant knowledge, skills and behaviours, including examples, on the key competencies below which you consider may be helpful in assessing your suitability for this post.** |
|  | **Proficiency in the use of a switchboard/telephone skills.** |
|  |  |
|  | **Experience of reception work.** |
|  |  |
|  | **Experience of administrative tasks.** |
|  |  |
|  | **The ability to communicate effectively with all levels of staff and have excellent telephone, interpersonal and written skills.** |
|  |  |
|  | **IT literacy including knowledge of Microsoft Office, with particular emphasis on Excel skills.** |
|  |  |
|  | **Demonstrates tact, initiative and discretion in managing confidential and sensitive information.** |
|  |  |
|  | **Although the competencies above are key to this role, all the remaining competencies in the Person Specification are desirable. Please use the box below to outline any knowledge, skills and behaviours, including examples, in relation to these competencies which you feel may be helpful in assessing your suitability for this post.** |
|  |  |

*The rows above have no word or character limit and will automatically expand as they are completed, however they should not fill more than three additional pages.*

*If the application is completed by hand please continue on a separate sheet, but please do not attach more than three additional sides of A4 paper.*

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| **9.** | **TRADE UNION INVOLVEMENT** |
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|  | (Provide any details concerning membership, positions held and involvement in the Trade Union and Labour Movement.) |
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|  | **REFERENCES** |  |
|  | Please give the names and addresses of two referees. One must be your present or most recent employer. The other can be either another previous employer or any other person who is able to comment on your work performance, particularly in relation to the Person Specification, eg Tutor etc.References will not be taken up until a conditional offer of employment is made.Applicants should note that members of the interview panel are disqualified from providing references for shortlisted candidates.

|  |  |
| --- | --- |
| Name: | Name: |
| Job Title: | Job Title: |
| Organisation: | Organisation: |
| Your Relationship to Referee: | Your Relationship to Referee: |
| Address: | Address: |
|  |  |
| Tel No: | Tel No: |
| Email: | Email: |

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| --- | --- |
|  | I confirm that to the best of my knowledge the information given on this form is true and correct. I understand that if I deliberately omit or give false/misleading information I will be immediately disqualified from the selection process, or be subject to disciplinary action, if already in employment.I consent to Usdaw accessing and holding such data as may be required that is relevant to my application and employment, if appointed.**Data Protection**Usdaw is committed to meeting its obligations to process data in accordance with the requirements of data protection legislation.The personal data we collect on this form will be used to process your application for recruitment purposes, with your consent as signed on this form. The form will be stored securely, shared only with the shortlisting and interview panels and members of the Human Resources Team for administrative use only and destroyed six months following the interview date. Successful applicant(s) will be subject to the Union's Privacy Notice for Staff on commencement of employment. You have the right to be informed about processing of your personal data, request access to your personal data, and its rectification, erasure, restriction on processing, objection to processing and portability. You have the right to complain to the Information Commissioner. Usdaw and its Data Protection Officer may be contacted at Voyager Building, 2 Furness Quay, Salford Quays, Manchester, M50 3XZ. |
|  | Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| **NOTE TO APPLICANTS** | Please return your **signed** application form to jobvacancies@usdaw.org.uk.Applications received after the closing date will not be considered. |