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| 1310/MT/JH |  |

29 November 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 **Senior Administrator – Document and Content Management Section – Head Office (Ref: 888)**.

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 Friday, 13 December 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 December 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



**SENIOR ADMINISTRATOR**

**DOCUMENT AND CONTENT MANAGEMENT SECTION**

**HEAD OFFICE**

**(REF: 888)**

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**JOB DESCRIPTION**

**SENIOR ADMINISTRATOR**

**DOCUMENT AND CONTENT MANAGEMENT SECTION**

**HEAD OFFICE**

**(REF: 888)**

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| **Job Title:** | Senior Administrator |
| **Grade:** | 2 |
| **Responsible to:**  | Section Supervisor  |
| **Job Purpose:** | To assist the supervisory team to provide an efficient document management and content production service to all departments, staff and officials within the Union. |

## 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. Accurately and efficiently produce documents for all departments/staff and officials at Head Office in line with the Union's house style and to the author's specifications and deadlines.
2. Process union personnel and other confidential and complex files as required, maintaining confidentiality and information security at all times.
3. In the supervisory team's absence, support and guide the team, allocating work and managing holiday requests, ensuring the section is adequately staffed at all times.
4. Assist the supervisory team in monitoring and developing the systems, processes and procedures of the section, making suggestions on improvements as required.
5. Assist the supervisory team in the co-ordination of Subject Access Requests.
6. Create online interactive tutorial and educational guides and other key strategic documents in line with the Union's internal style and branding, using available platforms and software and seeking guidance and training on new software as relevant.
7. Input information received into the website and in-house ICT packages. Maintain, amend and upload content to the Intranet using SharePoint, ensuring all links, cross references and permissions within the wiki are operational.
8. Provide an efficient information service for union staff, in response to queries and requests, analysing data searches as appropriate to meet the information needs of users.
9. Assist the supervisory team with the management of external and internal researcher enquiries and access to the Library and Archives.
10. Liaise with users across Head Office and regions to assess needs, set-up and develop their secure shared document workspaces providing support as required.
11. Troubleshoot and resolve system user issues, referring to ICT support as required.
12. Adhere to relevant conservation and security procedures for storage and maintenance.

## Planning and Organising

1. Work is generated daily from departments and regions and is primarily reactive to requests.
2. The postholder plans and manages their own workload and is responsive to the volume of material received, priority services and deadlines.
3. Priorities are constantly changing and work must be completed to strict deadlines.
4. The postholder will need to liaise with staff from other departments in order to ensure that
job specific requirements and deadlines are met.

## Essential Internal and External Work Relationships

All departments within Head, Regional and Branch Offices with particular emphasis on:

Administrative Services Department

Legal Department

Research and Policy Department

ICT Department



**PERSON SPECIFICATION**

**SENIOR ADMINISTRATOR**

**DOCUMENT AND CONTENT MANAGEMENT SECTION**

**HEAD OFFICE**

**(REF: 888)**

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 of information and archiving services.
* Knowledge of Electronic Document Management Systems (EDMS).
* Knowledge of standard formats for letters, memos and reports.
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| * Knowledge of search behaviour, information management and user support.
* Knowledge of SharePoint and experience of creating and editing wiki content online.
* Knowledge and experience of managing confidential and sensitive information.
* An understanding of the Data Protection Act and GDPR and how these relate to the information management and service provision.
* An understanding of the structure of the Union and its policies and procedures.
* Knowledge of the Trade Union Movement.
 |
| **SKILLS** |
| * An advanced level of proficiency in Microsoft Office packages, eg Word, Excel and PowerPoint to format content for publication and a good working knowledge of Adobe Acrobat, Elucidat and other similar software.
* The ability to support other team members on new technology and systems relevant to the Section.
* Good proofreading skills with the ability to suggest amendments to the author as appropriate.
* The ability to manage own workload and identify priorities. To assist in allocating work to the Section to meet deadlines and have well-developed planning and organisational skills.
* The ability to work with minimum supervision and use initiative to solve problems.
* The ability to suggest and implement improvements to systems of working, particularly in relation to the use of new information technology.
* The ability to input data accurately.
* The ability to catalogue information and search, interrogate and retrieve records in a variety of formats.
* The ability to communicate effectively with all levels of staff and have excellent telephone, interpersonal and written skills.
* Experience of troubleshooting and identifying technical problems for resolution as appropriate.
* The ability to produce reports and statistical data.
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| **BEHAVIOURS** |
| * Works harmoniously in a small team and with individual colleagues.
* Demonstrates tact and discretion in managing confidential and sensitive information.
* Demonstrates a commitment to equal opportunities practice.
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| * 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.
* Makes sound judgements and knows when to refer more complex queries.
* Participates in training and development opportunities.
* Responds to change, is adaptable and flexible to the changing needs of the job and the Union.
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| **SPECIAL REQUIREMENTS** |
| * Must be flexible with regard to working hours/holidays to maintain office cover during normal office opening times and holiday periods.
 |



# 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: 888

Senior Administrator

November 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: 888

Senior Administrator

November 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:** **SENIOR ADMINISTRATOR – DOCUMENT AND CONTENT MANAGEMENT SECTION – HEAD OFFICE** | **CLOSING DATE:** **NOON ON FRIDAY, 13 DECEMBER 2024** | **JOB REF NO: 888****(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** |
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|  | **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.** |
|  | **Knowledge of Electronic Document Management Systems (EDMS).** |
|  |  |
|  | **An advanced level of proficiency in Microsoft Office packages, eg Word, Excel and PowerPoint to format content for publication and a good working knowledge of Adobe Acrobat, Elucidat and other similar software.** |
|  |  |
|  | **Knowledge of SharePoint and experience of creating and editing wiki content online.** |
|  |  |
|  | **Knowledge and experience of managing confidential and sensitive information.**  |
|  |  |
|  | **Good proofreading skills with the ability to suggest amendments to the author as appropriate.** |
|  |  |
|  | **The ability to communicate effectively with all levels of staff and have excellent telephone, interpersonal and written skills.** |
|  |  |
|  | **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** |
|  |  |
|  | (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. |