Logo, company name

Description automatically generated

**CEBU Case Worker**

To provide information, advice and guidance including support and representation to members of the Branch (from all sectors of the Branch membership).

The post holder will also assist the Branch Committee and local stewards in encouraging members to be more involved in the branch

**Reports to :** Branch Secretary

**Staff Supervised:** None

**Hours of Work:** 35pw

**Place of Work:** Based at the Civic Offices in Reading with ample opportunity for hybrid working. The role does require a significant number of in person visits to workplaces across Central and East Berks sothere will be regular travel involved (travel expenses will be covered by the Branch).

**Pay:**  £32,535 - £34,408 (UNISON Grade 7)

Cost of living awards will be made in conjunction with UNISON staff pay awards.

The post holder will be enrolled into the UNISON pension scheme.

**Contract:** One-year fixed term initially (subject to one month’s notice in writing), with potential to extend by mutual agreement.

**Duties & Responsibilities**

* Undertake manage an active caseload of member work-based issues, including but not limited to grievances, disciplinary meetings, absence management, bullying and harassment.
* Respond to enquiries from members of the Branch (by telephone, email and in person) to provide the necessary advice, guidance and support relating to employment as deemed necessary for the enquiry.
* Provide quality representation to members as instructed by the Branch Secretary. This will include representation of members at meetings such as disciplinary, grievance, sickness, and capability hearings. These meetings may take place across the branch
* Maintain case files and records of all members dealt with. These will be almost exclusively electronic through the CaseWeb management system.
* Ensure that all information is kept in a secure and confidential manner and used in GDPR-compliant ways, and that confidentiality of individuals is ensured.
* Ensure good communication with branch members and organising member meetings online and in the workplace
* Visit workplaces to give recruitment presentations and/or to deliver recruitment events, including one-to-one conversation, talking to groups and running stalls at various locations around Berkshire.
* Feed back to the Branch Secretary and Branch Committee about any collective workplace issues, or patterns of cases, that the branch may need to act upon.
* Encourage existing members to become workplace contacts and reps (stewards), health & safety reps and union learning reps, and to make them aware of training opportunities to fulfil these roles. To pass on the details of those potentially interested to Branch Officers and/or Regional organisers
* Promote the role of a Trade Union in representing staff, both on individual and collective issues.
* Work in accordance with UNISON Equality and Health & Safety requirements.
* Other duties consistent with the grade and remit of the post as required by the Branch Secretary

**Person Specification**

The Central and East Berks Branch is an equal opportunities employer, committed to providing equal opportunities regardless of race, marital status, gender, sexuality, disablement or age. This Person Specification is designed to help the branch judge the qualities of interviewees in a systematic and consistent way.

**Essential Criteria:**

* Knowledge of current employment law
* English language and Maths GCSE Grade C or above
* Proficient in ICT – Microsoft Office
* Ability to produce accurate records of statements, case notes, meetings and conversations
* Ability to keep track of a diverse caseload and update other members of the team about the progress of cases.
* Ability to deal with information sensitively and confidentially
* Ability to communicate with a diverse range of individuals at all levels, using a range of communication methods, and responding effectively to people who are angry or upset
* Negotiating and problem solving skills
* Commitment to the role and aims of trade unions
* An understanding of the principles of equal opportunities and well-being
* Ability to travel to different workplaces in Central & East Berkshire

**Desirable Criteria:**

* Experience of effective team working
* Experience of planning and supporting campaigns and events
* Experience of working effectively to deadlines and to prioritise workload effectively
* Experience of supporting and mentoring stewards in schools.