

Southwark Membership Services Officer Person Specification

	Essential	Desirable	Tested by
Experience	<p>E1 Experience of working in an office environment</p> <p>E2. Dealing with members of the public on the telephone and in person</p> <p>E3: Ability to deal with members queries providing appropriate levels of advice and supporting the completion of standard forms etc</p> <p>E4: Ability to diffuse tense situations and to calm members who may be distressed giving clear advice on what UNISON will be doing to take their concerns forward</p>	<p>D1 Experience of working in either Trade Union or Local authority</p> <p>D2 experience in a customer services or advice setting</p>	Application
Skills and abilities	<p>E5. Good typing and Computer skill including Word, excel, and access+email</p> <p>E6. Ability to work inclusively with volunteers, members and students</p> <p>E7. Well-developed inter-personal and oral communication skills</p> <p>E8. Ability to relate easily to people from a broad range of cultural, religious, and racial backgrounds</p> <p>E9. Ability to write daily logs and brief reports</p> <p>E10. Organisational and problem-solving skills</p> <p>E11 ability to work with competing deadlines and to prioritise own workload</p> <p>E12 Ability to use own initiative</p>	<p>D3 Use of customer services or membership records databases</p> <p>D4 knowledge on basic IT maintenance</p>	Application and interview & Test
	<p>E13 Understanding of equal opportunities and access issues</p> <p>E14 Commitment and understanding to Trade Union principles.</p>	<p>D3. Knowledge of a community language</p> <p>D4. Knowledge of Trade Unions and how they work</p>	Application and interview
Commitments	E15 willingness to be flexible and respond to issues at short notice		Interview