



ADUR & WORTHING COUNCILS

Job Description & Person Specification

Authority	ADC / WBC
Directorate	Adur and Worthing UNISON Branch
Post Title	Branch Support Officer
Post Number	42991
Accountable to	Branch Secretary
Key leadership relationships	<p>Internal: Members of the Council, Chief Officers and all other appropriate Council officers and managers</p> <p>External: Members and Officers of other bodies, specialist agencies, media, contractors and consultants, partner agencies across the public, private and voluntary sectors.</p>
Work style	This role falls within the Blended Working Policy
Last updated	November 2025

Job Description - Principal purpose of job (role summary)

As Branch Support Officer you will support the Adur and Worthing UNISON Branch :

To provide a full range of administrative and IT support to the Adur & Worthing Branch. To monitor and respond to Branch emails as soon as possible. To allocate and keep track of cases. To take on a case when it becomes complex or for capacity reasons. To provide email, telephone and face to face initial advice to members. Ensure the Branch administrative and support processes are efficient and compliant.

Your manager will empower you to apply our principles - resilience, adaptability and participation - to your working practices.

Expectations of post holder

Willingness to embrace change and ability to adapt to new ways of working

Enthusiasm for working across teams in collaboration and partnership in order to help deliver Our Plan

Act with honesty and openness, and be brave enough to contribute your ideas and get involved

Bring your passion for delivering a high quality service for our residents to your role

Engage proactively in your performance and development conversations, and embrace opportunities to learn and grow

Live how we work with each other and our customers:

- We listen
- We say what we think & do what we say
- We are inclusive & kind
- We are ambitious
- We think & act beyond ourselves and our service
- We are a team

Promote the service and Councils positively at all times

Role specific Duties and responsibilities

In line with the Branch Action Plan and in conjunction with the Branch Secretary to manage the day to day work of any volunteers . To be the primary person responsible for the allocation of cases to stewards, supervision and managing the stewards workload. Responsible for assessing whether inhouse or external case workers are required depending on the nature of the case.

The post holder will be responsible for programming the day to day work of the branch and for reprioritising their own workload in response to priorities of the branch secretary and given the changing nature of the current climate in local government.

Provide administrative support to the Branch using a range of IT applications. Drafting and distributing correspondence, publicity material and other information, as directed.
Provide support to the Branch Secretary and Membership Officer in respect of inputting, updating and maintaining of membership information using UNISON's national membership database. Extract statistical information as required. Complete reconciliation of IMPS reports.
Provide support to the Branch Secretary and Communications Officer in drafting and distribution communications to the Branch Committee and Branch Membership using UNISON's national membership database. Step in, support and in some cases take on case work when it becomes too complex for stewards
Assist the Branch Secretary in prioritising workload, undertaking research on request and meeting deadlines based on the branch action plan. This will include ensuring that Job Evaluation Panels, policy reviews, restructures, events, conferences etc are in relevant diaries and that key dates are met.
Establish an efficient database/process for Case Management. Keeping the database and case files up to date and ensuring they are securely destroyed within the correct timescales.
The post holder will have regular contact with Branch Secretary, Branch Officers, Stewards, Unison Members, and links with Regional Officers, external branches, Councillors and the media.
Provide initial advice to Branch Members and assistance on Unison services and activities. Provide initial casework advice to Branch Members and allocate cases to appropriate Branch Committee members, with the advice from the Branch Secretary where required. To direct enquiries to Regional officers as required depending on the nature of query.
Provide administrative support for Branch Meetings & AGM, including booking of rooms, preparation of agendas, minute taking, electronic distribution and management of documents.
Communicate with members joining or leaving about membership and with Officers and Stewards and advise them of Branch procedures and meeting timetables. Arrange for the enrollment onto Regional Education Courses for stewards in the absence of an Education Officer.
Operate a system to manage complaints received by the branch, providing reports as required to the Branch Secretary and/or Chairperson.
Provide support for local and National ballots and campaigns, as appropriate.
Provide general office duties including filing internal/external post, diary appointments, telephone answering, work with the Branch Treasurer to ensure payments are made efficiently. Maintain office supplies.
Support efficient and appropriate mailing, distribution and communication links between Region, Branch Officers and Stewards and Membership including production of flyers and adverts for events and meetings. Manage UNISON intranet page, noticeboards and the Branches social media accounts.
Undertake all duties professionally, tactfully whilst following the appropriate procedures such as GDPR, Branch Rules, UNISON procedures and appropriate Policies ,
Keep up to date with the aims and values of UNISON and the Trade Union movement
Undertake all duties in accordance with Council policies, the Code of Conduct for Officers, and in particular policies relating to Customer Care and Equal Opportunities

Undertake any duties regarding health, safety and welfare at work, civil contingencies and business continuity which may reasonably be allocated to the postholder as a result of legislation, codes of practice or Council policies

As the post holder, you will be required to undertake such other duties as may be required within your grade and competence, and therefore the list of duties in this job description should not be regarded as exclusive or exhaustive.

Duties will be set out in this job description but please note that the Council reserves the right to update the job description, from time to time, to reflect changes in, or to, the role. The post holder will be consulted about any proposed changes. Significant permanent changes in duties and responsibilities will require agreed revisions to be made to this job description.

Adur & Worthing Councils recognise the need to ensure the welfare of children and vulnerable adults when they come into contact with services provided by the Councils. Employees, volunteers and Elected Members have regular contact with the general public during the course of their work and are in a position to observe signs which might indicate that a person is at risk of harm and abuse. If signs, which cause concern, are observed, all employees (temporary and permanent), volunteers and Elected Members have a duty to report allegations, disclosures and suspicions of abuse or neglect in line with the Councils' [Safeguarding Policy](#).

Person Specification:

The core skills and competencies below are taken from our organisational Skills and Competencies Framework v1.0 and are an indication of the expectations we have of our employees. The full document will be shared with you as part of the onboarding process.	
Participative	<p>Build strong relationships with people inside and outside your team and organisation to make a difference to improved outcomes for the local area</p> <p>Engage in clear and positive written and verbal communication to help people understand what you want to achieve and how they can help</p> <p>Value the unique strengths of people from different backgrounds to promote a culture of inclusion, equality and diversity</p> <p>More detail can be found in the Participation Skills & Competencies.</p>
Adaptive	<p>Adopt an active interest in learning and development opportunities that will enable you to strengthen and broaden your skills</p> <p>Experiment with new ways of working to help continuously improve how we deliver outcomes (including through the use of digital tools and platforms)</p> <p>Anticipate new challenges & opportunities to be able to adapt to change around you</p>
Resilient	<p>Embrace a consistently positive attitude and effectively prioritise workload to support your own wellbeing</p> <p>Cultivate a supportive environment with colleagues so people feel part of a team that looks out for each other</p> <p>Prioritise the use of resources that helps us be financially and environmentally sustainable</p>
Leadership	<p>Be open to coaching approaches to support others in finding solutions to problems</p> <p>Role model the principles above to inspire others to demonstrate positive behaviours</p> <p>Develop an understanding of the political processes that guide our organisation and show commitment to the safeguarding of others</p>

	Essential	Desirable
Qualifications		
Knowledge	<ul style="list-style-type: none"> Basic knowledge of Employment Law Working knowledge of GDPR in relation to storage and retention of highly sensitive information 	<ul style="list-style-type: none"> A knowledge of the Trade Union Movement

	<ul style="list-style-type: none"> • Ability to refer to and follow relevant rules, policies and procedures • Experience and knowledge of using membership and other data base systems, ability to update, extract and present information from systems. • Experience and knowledge of finance and accounts systems and processes 	
Experience	<ul style="list-style-type: none"> • Ability to draft correspondence, newsletters and other documentation. • Experience of drafting agendas and recording and drafting minutes of meetings • Experience of advising and representing Union members • Experience of general office administration, including postal, filing systems, stock ordering, phone and mailbox • Proficient in using IT applications, in particular Google Mail, Google Drive, Google Sheets, Google Calendar, and knowledge of Microsoft Office applications, Word, Excel, PowerPoint and Outlook, accurate keyboard skills required. 	<ul style="list-style-type: none"> • Experience of being a Union Branch Steward/Officer
Communication	<ul style="list-style-type: none"> • Ability to communicate with a diverse range of individuals at all levels and using a range of methods including face to face, telephone, email and social media. Including experience of dealing with angry or upset clients both in person and by telephone 	
Relationship Building	<ul style="list-style-type: none"> • Ability to work on own initiative and also as a team member, providing support to the team as and when necessary 	
Analytical	<ul style="list-style-type: none"> • Experience and knowledge of finance and accounts systems and processes 	

Planning/ Organising	<ul style="list-style-type: none"> Adaptable to changing workflow and able to manage conflicting priorities 	
Other requirements	<p>Valuing kindness and compassion in the workplace</p> <p>Acceptance of political restriction</p> <p>Able to travel within the Adur and Worthing Districts</p>	<ul style="list-style-type: none"> Able to work three set days each week (days and times to be negotiated) with some flexibility when required to meet the requirements of the role.

Job description & Person Specification agreed by:

Post holder (Print name):	
Signature:	
Date:	