

## JOB DESCRIPTION

**Job Title** : **PA/Administrative Support/ INMO**  
**Grade** : **Clerical Officer Grade IV**  
**Reporting to** : **Office Manager, INMO**  
**Accountable to** : **Deputy General Secretary, INMO**  
**Date** : **July 2018**

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***This role involves the provision of an administrative service in the Industrial Relations Department, including cross-cover and Reception duties.***

### **Essential skills required for this position are:**

- ❖ Ability to be flexible and work as part of a team.
- ❖ Ability to act on one's own initiative.
- ❖ A polite, assertive and professional approach with the ability to work under pressure.
- ❖ Ability to maintain confidentiality at all times.
- ❖ Excellent communication and interpersonal skills, both internally and externally, with staff and members.
- ❖ Excellent organisational and time management skills i.e. ability to prioritise workloads during busy periods.
- ❖ Proficiency in MS Office Applications i.e. Word, Excel, Outlook, PowerPoint.
- ❖ Excellent/accurate typing skills – audio/copy typing of general correspondence, reports, submissions, ballots, newsletters, etc.

### **Duties include:**

- ❖ Providing full administrative services in our Industrial Relations Department.
- ❖ Developing an excellent working knowledge of our membership database, PROMM's (Professional Membership Management System).

- ❖ Utilising the PROMM's system to its full potential e.g.
  - Maintaining up-to-date diaries, for Industrial Relations Officers, via PROMM's.
  - Creating mail merges via PROMM's.
  - Issue management, specific to a member or group of members, via PROMM's.

Ongoing training in PROMM's will be provided internally, as more modules are added to the database.

- ❖ Being fully acquainted with all current issues in your Industrial Relations Officers' areas and to be competent in dealing with queries relating to these issues, including responding to basic industrial queries, and appropriate referral.
- ❖ Dealing with all correspondence (letter, email, fax or telephone contact) on behalf of the Industrial Relations Officers, and taking appropriate action, including referral to another department if appropriate.
- ❖ Maintaining a detailed record of all correspondence, telephone calls, email and other contacts and action taken. A timely response is required for all communications.
- ❖ Being familiar with the key players in each area including Nurse Representatives, Human Resource Departments, Nursing Directors, etc.
- ❖ Establishing and maintaining an up to date data base of all relevant key players.
- ❖ Maintain an accurate and efficient filing system (hard and soft copies) including archiving of closed files.
- ❖ Ensuring the timely presentation of Industrial Relations Officers reports, submissions etc.
- ❖ Booking external meetings, and liaising with venues regarding requirements for same etc.
- ❖ Assist Industrial Officers with the preparation of press releases in consultation with the Organisation's Media Relations Officer. Ability to deal appropriately with media calls.
- ❖ Collection of daily Trolley Watch and Ward Watch figures and transmission of these in the agreed format to the Media Relations Department.
- ❖ Maintaining individual membership records by checking and updating them using the Organisation's PROMMS system.
- ❖ Assisting with the collation and sending out of large circulars.

**Additional duties:**

- ❖ Maintaining an up to date knowledge of all reception/switchboard duties to provide occasional cover for the Receptionist, as directed by the Office Manager.
- ❖ Such other duties as may be determined by the Office Manager and/or Deputy General Secretary.