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**UNISON Community & Voluntary Organisations Branch Caseworker Person Specification and Selection Criteria**

Community & Voluntary Organisations (CVO) UNISON Branch is an equal opportunities employer, committed to providing equal opportunities regardless of race or ethnic origin, gender identity, family situation, sexual orientation, disability, religion or age. This person specification is designed to help the Interviewing/shortlisting panel to judge the qualities of interviewees in a systematic and consistent way and in accordance with UNISON’s equal opportunities policy. It is given to all job applicants for information.

# Summary of Key Requirements

1. The post-holder will be an enthusiastic and flexible resource for supporting members at Branch level. The focus of the job is on giving advice via email and on the phone and representing members in person at hearings.
2. The post holder will have a strong commitment to the trade union movement and the ability to engender understanding of how to resolve issues in the workplace and through this empower members and motivate them to become active in UNISON and support their colleagues.
3. They also have an understanding of equalities issues and a range of workplace issues and the implications these may have within Employment Law. They must demonstrate an enthusiastic and proactive approach to learning and to supporting members and activists.

**Assessment By**

**A – Assessment**

**Pl – Panel interview**

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|  | **Selection Criteria** | **Assessment** | **Essential/useful** |
| **Knowledge**  **& Skills** | 1.1 Experience of solving straightforward problems including   * practical problem solving * planning and organising meetings * analysing information * ability to identify development needs of others * Understanding of basic employment law and use of employer policies and procedures | **A & Pl**  **A & Pl**  **A&PI** | **E**  **E**  **U** |
| **2. Interpersonal & Communication** | 2.1 Experience of advising, guiding or persuading using interpersonal skills to respond to the needs of others   * influencing others * drafting correspondence, newsletters minutes etc * experience in giving presentations   2.2 Experience of giving basic advice including   * Evidence of dealing with people who are angry or upset   1. Experience of effectively working in a team environment   2. Ability to advocate on behalf of others and to challenge both members and employers in formal settings | **A & Pl**  **A & Pl**  **A & Pl**  **A & Pl**  **A** | **E**  **U**  **U**  **U**  **E**  **E**  **E** |
| **3. Initiative & Independence** | 3.1 Experience of organising and prioritising own workload including   * Decision making within guidelines * Following policies and procedures | **A & Pl** | **E**  **U**  **U** |
| **4. Resource Management** | * Managing own workload and providing regular reports * Maintaining confidential information * Ability to work on own initative | **A** | **U**  **E**  **E** |
| **5. Physical Skills** | 5.1 Keyboard skills   * 1. Lifting light equipment   2. Ability to travel | **A**  **A**  **A** | **E**  **E**  **E** |
| **6. General Knowledge** | 6.1 Understanding of and commitment to the principles of equality and democracy  6.2 General understanding of employment issues  6.4 Understanding of the role of trade unions  6.5 ICT packages including Word, Excel, Outlook and Powerpoint | **A & Pl**  **A & Pl**  **A & Pl**  **A & Pl** | **E**  **E**  **E**  **E** |