**JOB DESCRIPTION**

**Job Title : Membership/Admin Services**

**Grade : 3**

**Accountable to : Regional Finance Officer**

**Place of Work : Regional Office**

**Hours of Work : 32.5 hours per week**

**Main Responsibility**

To carry out a wide range of tasks that will directly assist the Finance Officer and to provide effective and efficient service to GMB members*.*

**Key Tasks**

**1. The main key task involves work on the following subjects:**

* Receive and process all new applications and continuation forms for check off, direct debit and cash paying members.
* Meeting end of month deadlines in relation to membership forms being input by the end of the month and prioritising other tasks to achieve the deadline.
* Receive web imports and process on-line joiners.
* Receive and make phone calls to members wanting to join over the phone, always adhering to the Direct Debit Guarantee.
* To communicate with members who have not provided adequate information to fully complete their membership application. To monitor, review and action future issues.
* Responsible for the initiating and processing of inter-Region / Union transfers of membership. Communicating with other GMB Regions as and when required and other Unions. Adhering to strict deadlines in respect to inter-Union transfers and updating the membership database and during the process of either transfer request. Ensuring that the member is fully updated on progress and equipped with all contact details of Full Time Officer and Branch Secretary following the transfer.
* Responsibility for liaising with Senior Organisers via email to ensure that decisions in respect to new workplaces are correctly made in respect to Branch, Officer and Workplace allocations.
* To update, monitor and inform members on the Apprentice rate ensuring that the Region has all relevant information to ensure that the member complies and meets the necessary requirements laid down. To ensure the membership system is updated accordingly.
* Produce and print system generated letters for check off, direct debit and cash paying members.
* Scan and maintain a database of all new and existing membership forms plus any other membership related correspondence onto a Regional Database.
* Set up Workplace / Employer codes and the requesting of the setting up of Income Sources from the NAU.
* Deal with a variety of membership issues via telephone, email, and postal correspondence, including amendments to contribution types and changes in contribution grades. This would include converting a member to Life membership and requesting the relevant payment from their respective DD account.
* General updates on the membership database including adding member to the Motor Drivers’ fund.
* To receive updates from the National website and respond making the necessary amendments either verbally or written to the appropriate department, staff member, officer or member.
* Receiving requests from Simpsons Solicitors regarding the validation of membership and any other information required to ensure that the member is fully compliant, in accordance with GMB membership Rules.
* Contacting Branches and Employers in relation to queries of non-payment of subscriptions. This would also include discussing certain pay issues with external payroll departments also.
* Responsibility for the sending out of regularly requested monthly reports for Branches and Reps. Ensuring that strict deadlines are adhered to in this production. Further, to produce workplace lists and reports for Full Time Officers, as and when requested.

**2. Flexibility**

* Provide a general admin service, i.e. opening post, date stamping, and sorting outgoing mail to Branches etc.
* Cover Post and Print Room, as required.
* Provide cover for reception and switchboard : Lunch / Holidays / Illness.
* On hand to undertake small repairs at Regional office and also to assist the Facilities Co-ordinator with 2 man jobs throughout the Region
* Be prepared to carry out any other reasonable tasks that may be delegated.