

AUSTRALIAN EDUCATION UNION VICTORIAN BRANCH

POSITION DESCRIPTION – INDUSTRIAL and MEMBER SUPPORT CENTRE Administrative OFFICER

REPORTS TO:

Manager Industrial,

Manager Member Support Centre

ROLE:

The Industrial Workgroup provides legal advice and representation to the AEU and its members. They conduct litigation in various courts and tribunals. The Industrial Workgroup also works with the AEU's leadership in relation to enterprise bargaining and organising protected industrial action.

The Member Service Centre (MSC) Workgroup provides industrial advice and assistance to individual members and workplace representatives of the union. This assistance includes phone advice as well as advocacy and representation work.

The Industrial and Member Support Centre Administrative Officer works with Professional Officers in the Industrial and Member Support Centre (MSC) workgroups, providing them with important administrative support as well as assisting in routine and basic legal tasks.

DUTIES

- General duties, include:
 - Opening and closing files in the workgroup's document management system;
 - Processing legal funding requests;
 - Liaising with law firms and practitioners in relation to legal funding requests;
 - Assist in coordinating and allocating matters within the workgroup and referring matters, where necessary, to external lawyers;
 - Assisting in the preparation of briefs to counsel;
 - Maintain records and apply for Right of Entry and ARREO Permits;
 - Updating and maintaining databases and liaising with other workgroups to ensure relevant data is captured and processed in the union's databases;
 - Diary management for the workgroups;
 - Respond to direct communications with members and external stakeholders (verbal and/or written);
 - Maintain leave and attendance records;
 - Monitor the MSC staffing levels, member appointments, email and service request volumes;
 - Coordinate daily queue coverage, including adjusting allocated out-of-queue time for staff members;

- Provide the MSC Manager with a daily staffing operations summary to inform resource allocation and additional staffing requirements;
- Assisting in the preparation of legal and general correspondence and documents by reviewing and collating documents;
- Take advantage of opportunities to recruit and retain members;
- Perform other duties as required by the Branch Secretary

SELECTION CRITERIA

- A commitment to unionism and public education
- Knowledge and skills based on a combination of:
 - Relevant qualifications
 - High level administrative skills including the ability to multi-task, and manage competing demands
- High level skills in word processing and database maintenance and a willingness to adopt new technologies
- High level oral and written communication skills, including an ability to liaise with a range of internal and external stakeholders
- Ability to show initiative and work independently and maintain confidentiality at all times
- Demonstrated ability to work as part of a team