

Title:	MEMBER RESPONSE TEAM ADMINISTRATOR	Ref: 0526
Grade:	Band 2, Region	
Salary:	Spine points 41 – 37 Starting salary £36,646 p.a. rising to £40,901 p.a.	
Location:	PCS Birmingham	
Purpose of the job:	As part of the support team, to assist in building union strength and health by providing office and administrative support to specialist and operational staff, in line with the PCS ethos as an organising union.	
Responsible to:	Member Response Team Leader	
Responsible for:	Not applicable	
Contacts	External:	PCS Union Representatives, Members, Employer and Government Departments, Employees of other trade unions, Suppliers, Legal and other advisors, Media, other external contacts
	Internal:	PCS staff and officials, Bargaining, Organising, Campaigning, Balloting, Finance and other internal departments

Main duties and responsibilities

1. Member Support

- Engage with members, representatives and colleagues through various communication channels including phone and email
- Provide a willingness to adapt to new channels coming onboard and new technologies
- Conduct research to provide information and have a good level of knowledge to support our members
- Signposting on the range of membership benefits PCS offers
- Process and assess benefit claims in line with policy
- Support members to access assistance from local reps within the PCS activist structure
- Liaise with lay officials and colleagues to identify and take ownership of resolving any issues within the local bargaining areas
- Support PCS's goal of member retention
- Ensure cases allocated via CRM, and cloud-based calls are worked effectively and efficiently
- Work with the Team Leader to resolve and escalate members queries via the case management system

2. Telephony Support

- Use cloud-based telephony service for inbound and outbound calls
- Provide prompt and accurate call back advisory role
- Provide a rapid response service to enquires from PCS representatives and members

3. Maintain CRM database

- Use Salesforce based CRM to create and amend membership records
- Ensure information security and Data Protection by maintaining good practice for GDPR/DPA compliance
- Update payment records of members in a timely fashion. Identify and address any issues which may arise with external payroll teams
- Update, maintain and restructure activists, branch, group and employer information
- Support members, lay officials and colleagues to access digital channels to promote self-service maintenance of the database
- Ensure all union policies are adhered to, with particular reference to subscription policy

4. Office Support

- Full range of clerical and office administrative support
- Use Microsoft Office suite including Word, Excel, Outlook, SharePoint, email, internet and intranet to carry out day to day duties
- Arrange for and distribute newsletters, circulars, etc
- Send, receive and deal with correspondence and electronic mail
- Set up and maintain computerised databases, spreadsheets, etc
- Maintain efficient filing systems (shared and individual), both paper-based and electronic
- Undertake routine day to day tasks
- Actively manage the Support Services mailboxes

5. Meetings, Conference, Election, Ballot and Events Arrangements

- Draft agendas and supporting documents, prepare materials, collate and distribute for meetings, conferences, events and training courses according to relevant timetables
- Attend meetings, conferences, etc and produce accurate records in a timely manner
- Follow up action points where appropriate
- Liaise with operational staff, specialists and elected representatives on diaries
- Arrange meetings and book rooms, refreshments, travel arrangements and accommodation where appropriate
- Liaise with external organisations to secure information, materials, and to confirm attendance of speakers, etc
- Deal with expenses claim forms and other costs arising from meetings, and conferences where appropriate
- Ensure all accessibility and equal opportunities matters are established and are met
- Assist with the administration of group events including conferences and elections
- Assist with the administration of national and group ballots, elections in line with legal, rule and policy requirements
- Ensure that the Union's systems and procedures are protected against electoral and balloting malpractice or unfairness

6. Teamwork

- Provide feedback on improvements required to CRM systems to aid the development of new technologies and working methods within the department
- Maintain confidentiality of sensitive issues at all times
- Provide assistance to members of the team through support, guidance and training
- Attend and participate in team meetings
- Draft/update information required for the team

7. General

- At all times implement and promote the PCS's Equal Opportunities Policy and adhering to the PCS Values
- Take due and reasonable care of self and others in respect of Health & Safety at Work
- Participate in appraisal, training and development systems
- In all work activities, comply with data protection legislation and PCS's requirements for the protection of personal information and the privacy of individuals
- Act in a manner that enhances the work of PCS and its overall public image
- Such other duties that may reasonably be required and which are within the level of the responsibility of this post
- Staff at this grade may be assigned or transferred to posts within grade. A training & development programme will be provided to assist with this, where required
- Willing to work outside normal office hours and location subject to personal circumstances, and advance notice

Person Specification



Public and
Commercial
Services Union

Post:	MEMBER RESPONSE TEAM ADMINISTRATOR	Ref:	0526
Date:	March 2026	Location:	PCS Birmingham

FACTORS	ESSENTIAL
EXPERIENCE	<ul style="list-style-type: none"> Working in a member or customer-focused role providing information and advice in writing and over the telephone Maintaining and updating accurate database records Organising events/meetings internally and externally
TRAINING (including continuous professional development)	<ul style="list-style-type: none"> Evidence of ongoing training and continuing professional development Commitment to participation in appraisal and development review process Commitment to undertake job-related training
KNOWLEDGE	<ul style="list-style-type: none"> Preferred knowledge of Salesforce Impact and use of digital and IT applications, including Word, Excel, Outlook, SharePoint, email, internet and intranet Knowledge and understanding of trade unions and work of the public sector
SKILLS	<ul style="list-style-type: none"> Ability to organise and prioritise multiple tasks to meet deadlines and agreed service levels Ability to extract, manipulate and handle numerical and categorical data Communicate effectively orally and in writing Ability to handle sensitive situations effectively Ability to handle confidential information
OTHER	<ul style="list-style-type: none"> Commitment to the application of Equal Opportunities policies and practices at work Understanding of own role in maintaining legal compliances within PCS (e.g. data protection; health and safety) Flexible approach to work and willing to work outside of normal office hours and location on occasions