

Trades Union Congress



our ref: MSAD/079/03
date: As postmark

Dear Applicant

INFORMATION ASSISTANT – INFORMATION SERVICES

Thank you for your enquiry about the above vacancy. I enclose an application form and details about the job which I hope will encourage you to apply.

The following papers are enclosed:-

- Application Form
- Information on terms and conditions
- Information about the Department
- Job Description and Person Specification
- Information on the TUC

First interviews will take place as soon as possible after the closing date. You should hear if you are shortlisted for interview soon after the closing date.

Please note that the closing date for receipt of completed application forms is NOON 17 December 2003. Completed application forms will be accepted on tape. The TUC is prepared to make reasonable adjustments to enable candidates with disabilities to meet the essential criteria.

Completed forms should be returned to the Personnel and Training Office at the address below.

We look forward to receiving your application.

Yours sincerely

BRENDAN BARBER

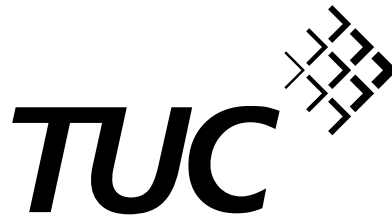
General Secretary

Congress House, Great Russell Street, London WC1B 3LS
telephone: 020 7636 4030 fax: 020 7636 0632 website: www.tuc.org.uk

General Secretary: *Brendan Barber* Deputy General Secretary: *Frances O'Grady*
Assistant General Secretary: *Kay Carberry*



INVESTOR IN PEOPLE



Trades Union Congress

application pack

post	Information Assistant
department	Management Services and Administration
closing date	Noon 17 December 2003
return forms to	Personnel and Training Office TUC Congress House Great Russell Street London WC1B 3LS

PLEASE READ THIS INFORMATION BEFORE PROCEEDING WITH YOUR APPLICATION FORM

GUIDELINES FOR COMPLETION

Read all the material provided - this will give you the opportunity to assess whether or not the post is suitable for you.

Write all your application out in draft - this will prevent unnecessary mistakes, repetitions etc. Consider all the points carefully:

- gear your application to the post in question, study the job description and person specification;
- give as much detail as possible about your present or last post. This will show the skills you are currently using and may uncover areas you may think are not important;
- previous employment should also be included, but make the most important points you think are relevant to this post;
- use the supporting statement to give details of other relevant experience you have had eg voluntary work and specifically to address each criteria on the person specification;
- do not forget to include information about trade union membership and experience. This may be very important for the post and show some less obvious talents.

The TUC will accept applications submitted in accessible formats.

Where possible TYPE your application form or write clearly in **BLACK INK** as the form will be photocopied. Please do not stick pages onto the form but include them as separate pages.

CVs will **not** be considered as they may not provide all the information specifically required for the post.

Completed application forms will be accepted on tape. The TUC is prepared to make reasonable adjustments to enable candidates with disabilities to meet the essential criteria.

PERSONAL DETAILS

SURNAME

FORENAME(S)

ADDRESS

TEL. NOS.

Home:

Business:

EMAIL

mobile

EDUCATIONAL DETAILS

	Name	Dates		Qualifications Obtained (include grades & dates)
		From	To	
SCHOOLS (from age eleven)				
COLLEGE OR UNIVERSITY (full-time)				
PART-TIME EDUCATION & OTHER COURSES				

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application form for Information Assistant – Information Services
PRESENT OR LAST EMPLOYMENT



JOB TITLE

NAME &
ADDRESS
OF EMPLOYER

PRESENT SALARY

DATE OF
APPOINTMENT

NOTICE REQUIRED

DATE EMPLOYMENT CEASED (where
applicable)

BRIEF DESCRIPTION OF PRESENT JOB

EMPLOYMENT HISTORY (most recent post first)

Dates		Employer's Name	Job Title
From	To		

SUPPORTING STATEMENT

Please give details of relevant experience and any other information, which you consider may be helpful in assessing your suitability for this post with particular reference to each point on the person specification

If necessary please attach additional information on a separate sheet

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application form for Information Assistant – Information Services
TRADE UNION MEMBERSHIP (including dates)



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TRADE UNION EXPERIENCE (include any posts held)

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REFERENCES

Please give details of two persons, one of whom should be your present, or most recent employer, who are not related to you, and from whom a reference may be obtained

	Reference One	Reference Two
NAME		
DESIGNATION		
ORGANISATION		
ADDRESS		
TEL. NO.		
FAX NO.		
EMAIL		

References are normally taken up prior to interview. Do you have any objection to this?

If either of your referees know you by another name (eg. due to marriage) please indicate:

PLEASE SIGN AND DATE THIS APPLICATION

Signature _____

Date _____

EQUAL OPPORTUNITIES POLICY

The TUC is an Equal Opportunities Employer. This means that all job applicants are judged solely on their ability to do the job for which they are applying. To ensure that the aims of the policy are being achieved the TUC needs to record certain personal details about applicants. You are therefore requested to provide the monitoring information outlined below. This information will in no way affect the consideration of your application for employment and will be treated in the strictest confidence. It will be used for statistical purposes only to monitor the TUC's practices. All unsuccessful application forms are destroyed after six months.

Post applied for	
Surname	
Forename(s)	
Date of birth	
Female	
Male	

Please indicate how you would describe your ethnic origin	black or black British	Caribbean	
		African	
		any other black background (please specify)	
	mixed	white and black Caribbean	
		white and black African	
		any other mixed background (please specify)	
	Asian or Asian British	Indian	
		Pakistani	
		Bangladeshi	
		Any other Asian background (please specify)	
	Chinese or other ethnic group	Chinese	
		any other (please specify)	
	White	British	
		Irish	
		any other White background (please specify)	

Where did you see this post advertised? _____

Application No: _____

Disability Monitoring Form

The TUC welcomes applications from all sectors of the community, including candidates with disabilities.

If you consider that you have an impairment that disables you in society (as defined by the Disability Discrimination Act 1995), please complete the following:

Surname

Forename(s) _____

Do you have a
disability

Yes

☐

No

☐

If yes and you need any arrangements to be made please complete the following form.

Definition:

The Disability Discrimination Act 1995 defines disability as: “a physical or mental impairment which has a substantial and long-term adverse effect on the ability to carry out normal day-to-day activities”.

Arrangements if selected for interview:

If you have a disability, please indicate whether you would need any arrangements to be made if you were invited to interview:

please turn over

Arrangements if appointed:

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application form for Information Assistant – Information Services

Please give below details of any adjustments, which would need to be made in order for you to carry out the duties of the job, if appointed:

This form should be returned with your application. If you require information provided in a different format to enable you to return your application, please contact the Personnel Section on 0207 7467 1282 or email sjohnson@tuc.org.uk with details of your requirements.

information on

terms and conditions

hours

Normal office hours are 9.15 am to 5.15 pm with an hour for lunch.

flexitime and toil

The TUC operates flexitime and toil schemes for eligible staff.

holidays

Year runs from 1 February to 31 January inclusive. On joining the TUC you are entitled to two days holiday per complete calendar month up to 23 days, calculated from your start date. In the second holiday year 25 days; third and fourth holiday year 27 days; fifth and subsequent years 30 days.

statutory and customary holidays

- Easter = 3.5 days
- May day = 1 day
- Spring Bank Holiday = 2 days
- August Bank Holiday = 1 day
- Christmas varies between 5 and 8.5 days

health facilities

Free-of charge health screening checks provided for all staff every other year. Free access to the Employee Assistance Programme which gives confidential advice, guidance and counselling on a wide range of issues.

childcare assistance

The TUC will provide help with certain childcare arrangements. The TUC will subsidise the cost of pre-school childcare provision in local authority approved nurseries or with local authority registered childminders.

payroll

payable monthly on 15th for that calendar month.

probationary period

On first joining the TUC, new staff will normally be appointed subject to a probationary period of six months.

adoption leave

You are entitled to 10 days paid leave at or around the time of adoption.

paternity leave

Male members of staff are entitled to 15 working days paternity leave around or following the birth of a child.

parental leave

All members of staff, whether full-time or part-time with more than one year's service may apply for parental leave for parental leave of up to three months, for each child until the child's eighth birthday.

pensions

The TUC operates a Superannuation Scheme which all members of staff irrespective of the number of hours worked are expected to join. The TUC's Scheme is **not** contracted out of the State Earnings Related Pension scheme.

death in service benefit

The TUC provides a death in service benefit scheme for members of staff which is equivalent to two years salary. The benefit is normally payable to the widow/widower or other dependent(s) of the deceased member of staff. Final discretion on payments rest with TUC Trustees.

travel loan

Interest free annual travel loans are available. Repayment will be made by equal instalments deducted from your salary at source.

sports and social club

Full details of the TUC's social club will be given to you during your induction programme.

information assistant - Management Services and
Administration Department

job description

grade and salary

Grade 1 £18,706 per annum including LW
6 Months Maternity Cover

hours

35 per week Monday to Friday

location

Congress House, London, WC1B 3LS

responsible to

Information Manager

job purpose

To perform a variety of duties to assist in the smooth operation of the TUC's Information Service.

To undertake responsibility for the effective management of the journals and newspaper collection.

Other responsibilities include updating information on the TUC's Website and new Intranet service: Touchbase and dealing with general enquiries received via email, telephone and letter.

job content

- Carry out information research for staff of the TUC and affiliated unions using electronic and hard copy sources.
- Manage the journals collection including weeding of items for disposal or transfer to LMU TUC Library collection. Log and circulate or file as appropriate. Chase missing issues.

- Liaise with the TUC Library on circulation of library stock to and from Congress House, and on deposit of new items not wanted by Congress House. Manage the yearly transfer.
- Manage newspaper collection. Liaise with supplier of newspapers and journals over cancellations, changes in delivery requirements and missing items as appropriate.
- Answer general enquiries received by email, telephone and letter from members of the public, staff and trade union officials
- With the assistance of other Information Service staff, maintain and update TUC web and intranet pages in a timely fashion. Assist staff where necessary with training and advice on intranet publishing.
- Collect and open post. Distribute to relevant staff or deal with issues arising.
- As part of the Information Service team carry out other duties which assist in the general running of the service as and when necessary eg staff leave or sickness.
- Attend development reviews and regular meetings with your line manager.

information assistant - Management Services and
Administration Department

person specification

	essential	desirable
Experience	Working as part of a team Experience in the use of a range of IT based systems	Experience of IT based information systems in a library or information/research setting Information gathering and enquiry handling
Skills	IT skills especially familiarity with Windows operating system High level of inter-personal skills Demonstrated effective communication skills (both oral and written) Ability to deal with queries and solve problems for a range of callers	Applying IT skills to provide information services to end users
Knowledge and understanding	Databases and their application in the workplace Information gathering techniques	Electronic information systems such as: <ul style="list-style-type: none">• on-line databases and information retrieval• automated library systems for housekeeping functions such as stock purchases and

cataloguing

Familiarity with a range of information sources.

Knowledge of one or more of the following subject areas:

- Industrial relations
- Employment and social policy
- Company and business information
- European law

Personal Qualities

Flexible and versatile

Able to work independently without supervision

Interests

Knowledge of and sympathetic to aims and values of the trade union Movement.

Circumstances

Live within daily commuting distance of Congress House

Able to work occasional additional hours

information service background information

The TUC Information Service was set up in 1996 to provide a current, proactive and flexible information research facility, primarily for the staff of the TUC, but also available to full time officers of affiliated trade unions. The emphasis is on electronic information sources including the web, online databases (eg Factiva, Companies House Direct, Fame) and CD ROMs. Most services are made available to users who wish to have access via their desktop PC. The Information Service will either carry out research on behalf of a member of staff, or support those who would prefer to do their own research, by providing training and advice. It also provides current awareness services to staff related to their policy / subject interests, covering Government publications and press releases, new web services and other electronic sources. As a European Special Relay the Service has extensive access to the publications and databases of the EU.

The Information Service is also responsible for managing the content and structure of the TUC's intranet and plays a key role in the development of the TUC Website.

Other services provided by the Information Service include:

- Centralised ordering and distribution of resources (ie books, journals and online databases)
- Maintenance of an electronic "library" catalogue for location of items held in the building
- Archive and records management

The service currently has a staff of four.

A number of projects are currently being driven forward:

- provision of a web-based catalogue to allow access to TUC staff both within

and outside Congress House

- development of the TUC's intranet service and an accompanying programme of self publication training and awareness raising
- a programme to publicise the Information Service to staff in the Regions who may not be aware of the range of services available to them
- company information training for trade union organisers within affiliated unions, including members of the Organising Academy
- roll-out of the new TUC Records Management programme to all TUC staff
- liaison with external Archive services (including the London Metropolitan Archive) to agree the scope of material which will be sent from regional offices