

Role and Person Profile

Local Usdaw TU Representative

Purpose - The role of the rep is to act as a union representative covering members within their designated area

This includes recruiting and retaining new members, advising and representing members on an individual basis and participating in forums and meetings as required.

Reporting - The role is performed in conjunction with the contractual operational store role and the line manager remains unchanged.

For matters relating to Union business, reps should liaise with their Usdaw Area Organiser, (NB time off for this needs to be agreed with their line manager)

Principal Responsibilities

- To work in partnership with managers to help resolve problems at work, supporting members to reach informal resolution wherever this is possible.
- To be the first point of contact for members and local managers on local TU matters, representing the views of members formally and informally
- To canvass the views of the colleagues they represent on key issues and ensure these are reflected back to the Co-op as appropriate, for example at joint consultation meetings
- To recruit and organise new members for Usdaw in line with the Unions' recruitment plans, including talking with new starters to introduce Usdaw membership to them
- To represent members during individual disciplinary, grievance and attendance meetings (and other formal meetings e.g. flexible working meetings), including helping them prepare for meetings
- To build a rapport with members and management in order to promote and maintain good employee relations, including having regular communications with store managers and Area Organisers
- To support the business when it introduces change, by ensuring that members are fully informed about the reasons for change, that their views are fed back about it. Also, ensuring that they feel supported in being able to deal with any impacts on them and how they carry out their role
- Ensure policies and processes are followed by all parties, and support the introduction of new policies in the business
- To ensure clear and regular two way feedback between members and managers.
- To participate constructively at relevant JC meetings as required, with the intention of representing member ideas and views and adding value to the discussions by working towards an agreed solution to any issues raised

- Support and champion improvements and agreed changes to terms and conditions
- Support and coach new Usdaw reps as required

Knowledge, Skills and Experience

- To have attended the Usdaw basic training course, preferably within 3 months of election and a follow up advanced course preferably within 12 months.
- Strong understanding of local business area, its challenges and issues.
- Sufficient knowledge of the business to be able to make a constructive contribution to issues raised and topics discussed at meetings.
- Basic communication skills, able to understand the issues being raised by members, to effectively convey these to management, senior union representatives and union officers, and to give clear feedback to members on the outcome of discussions.
- Be assertive and confident in all parts of the role.
- Knowledge of relevant HR policies, procedures, collective agreements and commitments.
- Knowledge of relevant legislation, guidance and directives.
- Knowledge of Usdaw's policies and procedures, as per the latest Usdaw Rule Book
- Knowledge of Union recruitment practices
- An understanding of how to build union organisation in the workplace