

## FSU Member Advisor

**Role:** Member Advisor

**Team:** Member Advice Centre (MAC)

**Reporting to:** Communications and Organising Manager

**Grade:** Organiser

**Starting Salary:** €37,215

The Financial Services Union (FSU) is a leading Trade Union representing staff in the financial services sector, with members located in the Republic of Ireland, Northern Ireland and Great Britain. The FSU is determined to build on its proud history, grow its membership and influence in traditional and emerging financial services businesses, so that we can win for workers and their families.

This role will work as part of the industrial relations and campaign team to provide FSU members with a first class information and advice service that supports members in their workplace. Provide, via telephone/email/other channels, answers to employment/union related queries of members and also encourage non-members to join the Financial Services Union (FSU) for support and advice. Provide first line support and advice to our Sector Committee members representing members in cases. Refer on members to Sector Committee Reps where necessary with clear information and as per MAC workflow. Develop advice and guidance documentation. Help FSU expand our membership into the 'Greater Financial Services' working with our industrial relations and campaign team.

### Main duties and responsibilities:

- Respond to requests for information and advice;
- Search online and manual data sources and prepare specific written and oral responses to callers;
- Endeavour to answer and resolve all queries directly;
- Act as the primary point of contact to resolve queries via various contact media;
- Represent members where necessary;
- Accurately monitor, manage and log all enquiries to ensure all enquiries are dealt with and to ensure a precise audit trail for reporting purposes;
- Create and update membership records to provide accurate information for statistical and reference purposes;
- Create and update contacts generated in the Greater Financial Services records for conversion into membership;
- Help create and update MAC FAQs and responses based on calls, experience, research and latest developments;
- Follow up and call back members to provide advice in relation to the initial query, that has required further clarification and research;
- Refer callers to other staff or departments in accordance with agreed protocols and standards;
- Refer members to Sector Committee Reps where necessary based on MAC workflow;
- Support Sector Committee Reps in their role in individual cases;
- Use professional knowledge and skills to prepare information for FSU where required;
- Take professional responsibility for information and advice within agreed boundaries;
- Work with staff across the organisation and ensure information and advice used within the service is accurate, complete and up to date;
- Respond to and anticipate trends and changes in information to maintain a responsive service;
- Play a full role in developing and running the service as an active team member and fulfil other relevant duties;
- Actively review and develop professional skills and competencies;
- Work flexibly within the role to meet the operational needs of FSU; and

- Maintain a commitment to the union's mission statement and standards of excellence.

**Essential Capabilities:**

- Knowledge, research and delivery of employment advice
- Understanding of issues affecting people in their workplace
- Demonstrable diplomacy, sensitivity and presence
- Experience of communicating and liaising with people at all levels
- Telephone and call handling skills
- Ability to work on own initiative
- Commitment to continual personal development
- Proficiency at problem solving and decision making
- Ability to manage high workload levels by multi-tasking
- Ability to listen actively and with empathy
- Ability to communicate effectively using the telephone and internet
- Ability to communicate logically and coherently
- Ability to interpret and analyse complex information
- Fluent use of Microsoft Windows and Office, particularly Word, Excel and Outlook
- Experience of using Internet software
- Ability to undertake literature searches using databases and other information sources

If you are passionate about justice, fairness and workers' rights, please email your cover letter and CV to [ruth.flynn@fsunion.org](mailto:ruth.flynn@fsunion.org) before 5pm 19<sup>th</sup> April 2019. Correspondence received after this time will not be considered.