

# App Drivers & Couriers Union

Boundary House, Cricket Field Road

Uxbridge, UB8 1QG

**Phone:** 020 3934 9966

**Email:** [casework@adcu.org.uk](mailto:casework@adcu.org.uk)

**Web:** [www.adcu.org.uk](http://www.adcu.org.uk)



## JOB DESCRIPTION

**Role title:** Caseworker

**Hours of work:** 37.5

**Reports to:** Office Manager (temporarily Senior Caseworker)

**Date:** 2025

### SUMMARY OF THE POST

As a caseworker for ADCU you will be required to represent or arrange external representation for ADCU members in need including licensing applications and appeals as well as employer disputes. You will be responsible for managing casework deadlines and keeping members informed of progress by phone and email. You will be a self-motivated person able to cope well under pressure with a can-do approach. In addition to being an experienced and tactful communicator, you will be skilled in building relationships over the phone and confident in supporting people and identifying what the main issues are.

Clear written communication skills is a necessity, and you must also be able to demonstrate empathy and clear judgement. Previous experience or understanding of employment issues affecting women is welcomed. Preference for legal or casework background and knowledge about the trade union objectives and history.

If you enjoy helping people and would like to work as part of a team dedicated to providing an excellent service, this could be the role for you.

### JOB PURPOSE/KEY DUTIES

- Representing and/or arranging external representation for ADCU members in need including for example licensing applications and appeals as well as employer disputes.
- Ensuring effective administration of casework including managing all casework to deadlines and to keep members informed of progress by phone and email.
- Preparing education materials and public presentations to help educate and inform members on their workplace rights and current progress of relevant key cases.
- Informing public representatives on the current workplace issues faced by our members and making recommendations for reform.

- Assisting with membership administration including answering phone calls
- To travel on Union business within the UK, as may be required from time to time for the proper performance of casework duties. For example, this may include, but is not limited to, attending monthly branch meetings.
- May be required to undertake other duties from time to time as may reasonably require. This may include, but not be limited to, general administrative duties as the ACDU is still a young organisation.

**Carry out all duties in an environment that promotes dignity, fairness and respect for all staff**

## **PERSON SPECIFICATION**

### **Qualifications**

- Mandatory education to GCSE level including English and Maths
- Preferred A Level/IB qualification
- Preferred University Degree, ideally Law or adjacent fields.

### **Knowledge and Experience**

- Knowledge of current employment law and experience and or a general understanding of representation around employment issues
- Understanding and commitment to the principles of equality, diversity and democracy
- Preferred experience in casework departments and/or trade unions.

### **Skills and abilities**

- Ability to use Outlook, and a web browser to access information
- Basic ability to use Microsoft Office (Word, Excel, PowerPoint etc)
- Ability to provide employment related advice to members
- Ability to produce accurate records of statements, case notes, meetings and conversations
- Ability to develop productive working relationships with the members
- Ability to communicate with a diverse range of individuals at all levels, and responding effectively to people who are angry or upset
- Negotiation and problem solving skills
- Ability to work on own initiative
- Ability to write in clear and professional English.
- Preferred fluency in second language including Arabic, Urdu, etc