UNISON

JOB BRIEF: ICT INFRASTRUCTURE AND PROJECTS MANAGER

Introduction

1. UNISON, the UK's leading public services union, requires a new ICT Infrastructure and Projects Manager to ensure delivery of quality ICT infrastructure services and solutions at its award winning new headquarters building in Euston, London NW1.

2. The ICT Infrastructure and Projects Manager will play an important role within the Systems Management Section's ("SMS") senior management team. You will ensure that ICT infrastructure services and support SMS provides across the UK to our organising teams and members continue to be of the highest standard and at the leading edge of the trade union movement. You will need to be able to inspire, motivate and lead project groups and service providers involved in the continuous development of the services.

3. Working closely with the SMS Applications Manager, key challenges of this national role will include project management and co-ordination of ICT infrastructure developments and projects across the whole organisation – including development of the business case, organisational requirements and provision of resources. Third party provider relationship management is a critical part of this role, as is the ability to provide technical assurance to projects outside of the Systems Management function.

4. You'll have experience of working at a national level in the trade union/not for profit sector as well as the wider commercial environment. You'll have a track record of leading and managing national ICT service delivery including successful infrastructure development projects, and you will have been involved with sourcing, selecting and managing service providers. Ideally you will have an IT qualification and be a PRINCE2 practitioner. Although based in the UNISON Centre in Central London, this is a national role and you will need to undertake occasional travel to UNISON's regional offices.

UNISON
ICT INFRASTRUCTURE AND PROJECTS MANAGER
UNISON CENTRE
SYSTEMS MANAGEMENT SECTION
REF: ORD/87

JOB DESCRIPTION

Grade: 3

Location: Systems Management Section, UNISON Centre

Reports to: Head of Client Support and ICT Systems (CS & ICTS),
                   Systems Management Section (SMS)

Responsible for: Managing the quality of ICT services; provision of ICT
                   Project and Infrastructure management, ICT strategy
                   implementation.

OVERALL SUMMARY

This post provides a key operational role within UNISON's Client Support and ICT Systems (CS & ICTS) team. The role works under the direction of the Head of Client Support and ICT services and in close partnership with the Applications Manager and a team of specialist contractors to ensure delivery of quality ICT services and solutions for UNISON in line with the ICT strategy.

Key Responsibilities

5. Project management and co-ordination of ICT developments and projects across the whole organisation – including business case, organisational requirements and provision of resources

6. Ensure the delivery of quality ICT services that provide value for member subscriptions across the whole organisation

7. Manage the relationship with third party providers

8. Monitor and evaluate service level agreements and service delivery within IT contracts

9. As a member of the CS & ICTS team, contribute to managing the relationship with UNISON's ICT users (represented by regional and UNISON Centre ICT contacts), senior managers, programme boards and lay structures

10. Review the ICT requirements of the organisation and contribute to/advise best fit with ICT strategy

11. Ensure new services are brought within support following implementation

12. Ensure storage, back-up and retrieval services and systems function effectively

13. Provide technical guidance and support to the Head of CS & ICTS

14. Provide a technical assurance role as necessary (e.g. in relation to proposed projects in the wider organisation that may have an impact on ICT provision)

15. Technical management of all UNISON telecommunications services

16. Contribute to managing a team of subject matter experts comprised of contracted in resources including, Enterprise Technical Architect, Developer, Business Analyst and contracted third party IT providers

17. Manage the IT infrastructure and relevant project budgets (around £4m p.a)

In order to undertake this role, the post holder will require the relevant skills, knowledge and abilities to meet the following person specification.

Person Specification and Selection Criteria

UNISON is an equal opportunities employer, committed to providing equal opportunities regardless of race or ethnic origin, gender identity, family situation, sexual orientation, disability, religion or age. This person specification is designed to help members of Interviewing Panels judge the qualities of interviewees in a systematic and consistent way and in accordance with UNISON's equal opportunities policy. It is given to all job applicants for information.

Assessment code

A – Application form
PI – Panel interview
ST – Selection test

Heading	Selection criteria	Assessment
1. Knowledge & Thinking	• A track record of wide general experience in the field of ICT, including understanding of and experience in IT service provision	**A, PI**
	• Experience of managing third party ICT providers at an operational level	**A,PI, ST**
	• Specialist knowledge in one or more of : networking; telecommunications; IT architecture to enable management of highly technical teams	**A, PI**
	• Ability to contribute to, and execute strategy	**A, PI**
	• PRINCE 2 or similar qualification	**A**
2. Interpersonal and Communication	• A track record which evidences effective communication at all levels	**A, PI**
	• Demonstrable experience in analysing complex information and reporting to various audiences	**A, PI, ST**
	• Demonstrable ability to manage	**A, PI**

	• relationships with third party providers	
	• Ability to lead and motivate others	**A, PI**
	• Ability to manage services at an operational level whilst maintaining a focus on quality of services to end users	**A, PI, ST**
3. Initiative and Independence	• High level of prioritisation skills	**A, PI, ST**
	• Demonstrable ability to manage and monitor budgets	**A, PI, ST**
	• Demonstrable ability to manage, monitor and evaluate third party service provision	**A, PI**
	• Ability to act as key advisor to the Head of CS & ICTS	**A, PI**
	• Ability to manage and use information systems at an advanced level	**A, PI**
	• A track record of using initiative and independence over a broad area of activity involving decision making	**A, PI**
4. Staff Management	• Demonstrable ability to manage and prioritise work under pressure	**A, PI,ST**
	• Demonstrable experience of, managing/ leading project teams	**A, PI, ST**
	• Ability to contribute to the development of policies and procedures	**A, PI**
	• Demonstrable ability to manage third party and contract personnel	**A, PI**
5. Resource Management	• Demonstrable experience of and ability to: develop, control, monitor and report on large ICT budgets	**A, PI, ST**
	• Ability to ensure value for money and effective delivery of services	**A, PI**
	• Ability to review ICT service delivery and make recommendations for future provision based on the direction of the union	**A, PI, ST**
6. Physical Skills *(with DDA modification where*	• Keyboard skills	**A**

necessary)		
7. General Knowledge	• Ability to operate flexibly under the direction of the Head of CS&ICTS	**A, PI**
	• Commitment to and understanding of UNISON's aims, values and objectives with a broad understanding of the cultural, socio-economic and political environment in which the union operates	**A, PI**

Other Information

Please submit **three** copies of your completed application form.

Completed application forms quoting **ref: ORD/87** should be received by Mary Toussaint, Systems Management Section, UNISON, 130 Euston Rd, London, NW1 2AY by no later than **Friday 04 March 2016.**

Interviews will be held week commencing Monday 14 March 2016.