

UNISON

Job Brief: Conference Administrator- Conference Team

Introduction

UNISON is Britain's leading public services trade union, with over 1.3 million members working in the public services, private, voluntary and community sectors and in the energy services. We employ 1200 staff, approximately 370 at our national centre in Euston, central London and the remainder in our 12 regions across the UK, including Northern Ireland.

The Executive Office is located at the centre of the union, supporting the General Secretariat and the National Executive Council in the effective management of the union, ensuring the union meets its objectives. Within the Executive Office the function of the Conference Unit is to provide and ensure:

A national centre of excellence and resources for all UNISON rule book conferences and events, providing expertise, systems, knowledge, corporate identity, consistency of approach, delivery of high quality services to UNISON members and staff.

Strategies to systemise the service delivery of UNISON's conferences, promoting best practice on delegate participation and fair representation and proportionality, use of venues, access, childcare, equalities, management of external suppliers, harnessing IT developments, promoting health and safety and environmental practices, preparing and monitoring conference budgets, value for money, providing a corporate image for the union.

Overall Summary

Reporting to the Head of Conferences & Project Support the Conference Administrator will work as a member of a team responsible for the administrative management of procedures and processes relating to the governance and management of the union's conferences.

The Conference Administrator's role is diverse and flexible requiring regular contact with NEC members, branch secretaries, delegates and regional and national staff to ensure that the Executive Office efficiently and effectively implements UNISON's rule book obligations regarding conferences.

UNISON

Conference Administrator Conference Team Ref: EXO/AR2

JOB DESCRIPTION

Grade:	7
Hours:	35 per week
Location:	The UNISON Centre
Reports to:	Head of Conferences and Project Support
Accountable to:	Head of Conferences and Project Support

Overall Summary

Reporting to the Head of Conferences and Project Support the Conference Administrator will work as a member of a team responsible for the administrative management of procedures and processes relating to the governance and management of the union's conferences.

The post holder will be required to work closely with the NEC, senior management, national departments and regions to ensure that the Executive Office efficiently and effectively implements UNISON's rule book obligations regarding conferences. S/he will have lead responsibility for the UNISON website conference pages.

The Conference Administrator's role is diverse and flexible requiring regular contact with NEC members, branch secretaries, delegates and regional and national staff.

Key Responsibilities

- Managing all conference and, on request, events registration processes
- Troubleshooting and identifying recommendations for improvements to maintain the online conference system (OCS)
- Providing advice, training and support to members and staff on access to and the operation of the OCS. Maintaining confidentiality and dealing with difficult calls.
- Maintaining and updating the Conference web pages for timeliness, accuracy and relevance.

- Managing conference data analysis processes,
- Preparing and analysing reports on Conference attendance and Fair Representation and Proportionality.
- Responsible for the preparation and production of all Conference Bulletins for publication.
- Forward planning, management of the UNISON conference calendar.
- Ensuring rule book advice, compliance and consistency on delegate entitlement and registration queries relating to Conferences
- Assisting in the management of large scale budgets, financial control and payment of invoices in accordance with financial standing orders. Development of effective and accurate budget monitoring systems.
- Exchanging information and day to day liaison with regions and national departments
- Utilising IT developments.
- Day to day supervision and ongoing training for temporary staff on conference procedures and systems.
- Providing advice for individual members for equalities provision and support; including reasonable adjustments, crèche, travel arrangements, accommodation requirements etc.
- Undertaking administrative work relating to UNISON national conferences and events.

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

- Financial
- Administration
- Communications
- Specialist/ Technical areas
- Other areas as directed

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PERSON SPECIFICATION

UNISON is an equal opportunities employer, committed to providing equal opportunities regardless of race, marital status, gender, sexuality, disablement 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 opportunity policy. It is given to all job applicants for information.

Financial

- Ability to monitor and control budgets
- Knowledge and understanding of UNISON's financial standing orders

ADMINISTRATIVE

- Ability to coordinate and implement administrative systems and services
- Ability to work to set deadlines and to encourage others to respect and meet agreed timescales
- Ability to manage workload efficiently and to handle competing priorities
- Ability to develop and implement appropriate standards and procedures and to monitor their effectiveness
- Ability to provide assurance of quality processes
- Knowledge, understanding and experience of operating information technology systems to deliver services

Communications/Co-ordination/Facilitation

- Ability to work effectively and communicate with management, staff and the NEC

Specialist/Technical

- Ability to understand UNISON organisation, procedures and rules
- Ability to operate in a participative, voluntary organisation working on a partnership basis with lay members
- Ability to use online conference registration processes

General

- Ability to undertake all work within the objectives and rules of UNISON
- Ability and application to undertake any other duties relevant to the role

- Ability to work in a team environment and on own initiative
- Commitment to equal opportunities
- Commitment to UNISON's aims and values

Other Information

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

Completed application forms must be received by Gina Gallagher, Conference Team, UNISON Centre, 130 Euston Road, London NW1 2AY quoting the **ref: EXO/AR2** by no later than **Friday 22 July 2016**.

Interviews will be held week commencing Monday 08 August 2016.