

**UNISON
OPERATIONS COORDINATOR
MEMBER LIAISON UNIT
REF: EXO/12**

Job Description

Grade: 5

Hours: 35 per week

Location: Member Liaison Unit, UNISON Centre, NW1 2AY

Reports to: Head of MLU

Overall summary

The postholder must have the following skills and abilities:

- Understanding of trade unions and their structures
- Excellent communication skills
- Excellent administrative skills
- Commitment to team working
- Ability to work under pressure and to deadlines
- Ability to manage their own workload
- Understanding of the principles of project planning.

The operations co-ordinator (post one) is part of the Member Liaison Unit based at the UNISON Centre, Euston Rd. The post holder reports directly to the head of the unit. The unit manages the following national functions:

- Ballots for industrial action
- complaints and feedback
- elections
- UNISONdirect contact centre.

The post holder's main responsibilities are to:

- plan and organise the operation of the union's national elections (including general secretary, national executive council, service group elections and Labour Link)
- plan and organise the operation of large scale industrial action ballots.

In addition during periods of low election activity the post holder will assist with other projects and work within the unit including assisting the head of unit with some areas of complaints and negligence claims management.

Key Tasks and Responsibilities

Managerial

- Occasional supervisory responsibilities when the head of unit is on leave.

Financial

- Assistance with drafting the budget for national elections and ballots.
- Monitoring expenditure on elections, ballots and negligence.

Administrative

- To administer and use project management tools as appropriate e.g. Microsoft Project or PRINCE.
- Draw up and implement processes and plans for the effective handling of elections; industrial action ballots; and negligence claims
- Regular use of Microsoft Outlook, SharePoint, Word and Excel.

Communications/Co-ordination Internal

- Liaise with national departments, regions and branches.
- To participate in unit meetings and any other meetings as directed by the unit head.
- To draft reports and procedures as required.
- To deal with queries from members, branches, and staff.

Communications/Co-ordination External

- To liaise with union's appointed scrutineer and returning officer.
- Where required, to liaise with other external suppliers including IT suppliers; insurers and lawyers.

Development/Strategic

- To assist in the improvement and development of unit processes and systems used for elections; ballots; complaints and negligence claims

Specialist/technical

- To set up and maintain any project planning tools e.g. PRINCE and Microsoft Project.
- Regular use and interrogation of the union's membership system; including its elections and ballots modules.
- Monitor and report on changes in the law that affect union elections and industrial action.

General

- Commitment to providing support and services to members, branches, regions and national departments in line with the union's objectives.
- Commitment to equal opportunities.

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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

AS – Assessment

PI – Panel Interview

Heading	Selection criteria	Assessment
1. Administrative	Excellent administrative skills including: 1.1 Ability to draft budgets and monitor expenditure. 1.2 Ability to use project management tools. 1.3 Ability to draw up business processes. 1.4 Ability to use Microsoft Outlook, Word, Excel.	A, PI A, PI AS, PI AS, PI
2. Communication	Excellent communication skills including: 2.1 Ability to communicate with branches, regions and national staff on detailed matters such as complaints, litigation cases and ballots using email, telephone and letter. 2.2 Ability to draft reports and procedures. 2.3 Ability to liaise with external partners such as the union's appointed scrutineer, agent solicitors, insurers and IT suppliers.	A, PI A, PI A, PI
3. Development	Ability to identify improvements and assist in the development of internal business processes and IT systems.	A, PI

4. Specialist and technical	4.1 Understanding of the principles of project planning.	A, PI
	4.2 Ability to set up, maintain and operate detailed project plans.	A, PI
	4.3 Ability to use and interrogate membership databases.	A, PI
	4.4 Ability to report on changes in the law effecting elections and balloting.	A, PI
	4.5 Understanding of trade unions and their structures.	A, PI
5. General	5.1 Ability to work at all times within the union's aims and objectives on equality	A, PI
	5.2 Ability to provide services to members and branches in line with the union's objectives,	A, PI
	5.3 Commitment to team working	A, PI
	5.4 Ability to work under pressure and to deadlines	A, PI
	5.5 Ability to manage their own workload	A, PI

Other Information:

Please send **3** copies of the completed application forms to Liz Conner, UNISON, 130 Euston Rd, London, NW1 2AY by **Wednesday 11 October 2017** quoting ref: **EXO/12**.

Please mark your envelope **CONFIDENTIAL STAFFING**.

Interviews for this position will be held on 07 or 08 November 2017 in central London.

Shortlisted candidates will be told of the interview by no later than 26 October 2017.

The position will be available from 02 January 2018.