

## **UNISON**

### **TECHNICAL ANALYST** **RMS (MEMBERSHIP) OPERATIONS SECTION** **REF: ORD/136**

#### **JOB DESCRIPTION**

Grade:	5
Hours:	35 per week
Location:	Unison Centre
Reports to:	RMS Operations Projects Manager

#### **Overall Summary**

The RMS is Unison's core membership database, and also holds a significant amount of key data related to recruitment, retention, ballots, elections, income, mailing and communications, branch funding, and training. It is managed by the RMS Operations Department. The RMS is integrated with Unison's Business Intelligence tool, IBM Cognos, which is used as the primary source of management information across the union.

Staff and management at all levels draw on information provided from these systems in order to make critical business decisions. They rely on the skills and expertise of the staff in RMS Operations Department to provide them with support, guidance and advice.

The RMS and Cognos systems are subject to continual development as we adapt to our changing and growing business needs. The RMS Technical Analyst works with the business to ensure requirements are clear and well defined, and specified correctly. This will include producing requirement definitions, technical specifications, and carrying out quality assurance.

In addition, the RMS Technical Analyst ensures that the data contained within the RMS and Cognos systems is consistent, meaningful, relevant, reliable and available to users as required. The post holder works with key user representatives from the business and with colleagues in the RMS Operations Department to define and document requirements for data extracts. The post holder is also responsible for creating complex or specialised reports and data extracts using Cognos or other tools.

All development work is managed through formal Change Request or Project Management, therefore, the post holder works closely with the RMS Project Manager to ensure this work is prioritised and scheduled properly, and that it is carried out in accordance with UNISON'S policies and control structures.

The RMS Technical Analyst is also responsible for maintaining key technical documentation around the data sets and reporting systems using the corporate SharePoint library.

### **Key Tasks and Responsibilities**

- To become the resident expert on the data held within the RMS, to have a deep understanding of the relational structure of the database, its interaction with the application, and good knowledge of the business processes supported by the application.
- To become the resident expert on the Cognos Business Intelligence system, to understand the system's potential within the organisation, and to drive its ongoing development with our suppliers.
- Work with users and other stakeholders to review and analyse business requirements, identify their needs as part of change management, and implement the new standard business processes.
- Capture, validate and document requirements to ensure delivery meet clients expectations, review design and application, lead and support User Acceptance Testing.
- Design pragmatic solutions to address membership related business problems, while considering strategic needs.
- Provide business analysis expertise for Change Requests and Project work.
- Ensure there is proper data reconciliation between the RMS, Cognos and systems used by other unions where UNISON has a joint agreement.
- Provide application testing to a high professional standard on the various data sets as part of our system upgrade and enhancement programme.
- Provide technical support and advice to colleagues within the team, and from elsewhere in the organisation, on data held within RMS and Cognos, and assist in the resolution of production issues requiring analysis skills.
- Document system requirements in a suitable format for system suppliers.
- Develop and maintain appropriate technical documentation within a SharePoint library.

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#### PERSON SPECIFICATION

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 panel 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**

**I – Interview**

**T– Test (a short selection test is undertaken prior to panel interview)**

<b>Heading</b>	<b>Selection criteria</b>	<b>Assessment</b>
<b>1. Strategic &amp; organisational</b>	a. Commitment to and understanding of equal opportunities and UNISON's aims, values, along with a general understanding of trade unions.	A I
	b. Appreciation of the part that clear, up-to-date documentation must play in the achievement of the organisation's strategic objectives.	A I
<b>2. Interpersonal &amp; communication skills</b>	a. Ability to act as a key advisor to staff and managers from all levels.	A
	b. Ability to work with a diversity of individuals including front-office staff, compliance officers, managers, internal IT staff and contractors across multiple cultures.	A
	c. Excellent communication skills, orally, graphically and in writing. They must include excellence in clarity, style and grammatical accuracy, as well as the ability to produce attractive and easy-to-read layouts.	I A

Heading	Selection criteria	Assessment
	d. Ability to document business systems including test plans using a variety of methods like flowchart, entity modelling and data flow processes.	I A ST
<b>3. Initiative &amp; independence</b>	a. Ability to manage workload effectively and to handle competing priorities, work to set deadlines and to agreed service levels.	A I
	b. Ability to work in temporary project teams, and to contribute to successful project management.	A I
<b>4. Specialist / Technical</b>	a. Understanding of large membership systems (or CRM) in general, including subscription income processes, communication channels, and systems integration.	A I
	b. Excellent level of advanced ICT skills, including MS Office, database manipulation tools, and business intelligence systems, advanced excel.	A ST I
	c. Understanding of software development, configuration management and software release processes.	A I
	d. Comprehensive data analysis skills and the ability to query/work with data (e.g. writing SQL [database language] queries) to facilitate requirements capture.	A ST I
	e. An understanding of the Data Protection Act and information security in general.	A I

### **Other Information**

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

Completed application forms must be received by: Claire Deritis, UNISON Centre, 130 Euston Road, London NW1 2AY or alternatively email

[c.deritis@unison.co.uk](mailto:c.deritis@unison.co.uk) quoting ref: **ORD/136** by no later than **12 noon Monday 09 April 2018**.

It is proposed to hold interviews on 24 April 2018.