

## **UNISON**

### **HEAD OF CONFERENCES & PROJECT SUPPORT EXECUTIVE OFFICE REF: EXO/25**

#### **JOB DESCRIPTION**

Grade: 2  
Salary: £59,942 per annum incl. London Weighting and Annual Subsistence Allowance  
Hours: 35 per week  
Location: The UNISON Centre  
Reports to: Director of Executive Office  
Accountable to: Director of Executive Office

#### **Overall Summary – Key Responsibilities**

Working with and reporting to the Director of Executive Office, the Head of Conferences & Project Support will be responsible for:

- Managing the work of the Programme and Project Officers and the Conference Team to ensure that an excellent service is provided
- Managing a budget of £3 million (conferences, programme and project management)
- Managing 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
- Defining and maintaining standards and procedures for UNISON's conferences & events, and promoting their use throughout the organisation
- Developing 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
- Contract management for a range of external services from selection of suppliers to maximising performance
- Promoting environmental management of UNISON conferences and events, securing best practice from venues, external suppliers
- Establishing a positive health and safety culture at UNISON conferences and events
- Maintaining a strategic overview of conference organisation and developments in the field

- Defining and maintaining standards and procedures for UNISON's programmes and projects, and promoting their use throughout the organisation
- Ensuring project management standards and procedures for UNISON's objectives and priorities are maintained
- Ensuring projects and programmes are supported and their use promoted for the delivery of all strategic priorities, organising plans and special projects
- Providing specialist advice to senior managers and senior lay members
- Assisting with specialist projects as required

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:

### **Strategic development**

- Ability to advise and support the Director of Executive Office in all matters relating to Programme and Project management and governance, development of strategy, management of risk, management of change, performance management and benefits realisation
- Ability to support projects and programmes that take forward the union's core activities of recruiting, negotiating, campaigning and developing efficiency
- Commitment to continual improvement of the service available from the Programme and Project Office
- Commitment to and understanding of UNISON's aims and values and those of the trade union movement

### **People management**

- Ability to represent the Director of Executive Office as necessary
- Ability to contribute to the Executive Office Management Team
- Ability to manage teams to deliver specialist services
- Ability to select, develop and manage staff and their performance
- Ability to set standards, monitor and evaluate progress
- Ability to manage and prioritise work under pressure
- Ability to deputise for Programme Managers
- Ability to manage projects, manage change and risk, and co-ordinate the work of others

### **Financial**

- Ability to control, monitor and evaluate budgets
- Ability to ensure value for money and the effective use of resources
- Ability to assist with the tracking and monitoring of the budgets of Programmes and Projects
- Ability to manage contracts with external providers of services

## **Administrative**

- Ability to develop the strategy for the operation of programmes and projects in UNISON
- Ability to act as the lead adviser to the Director of Executive Office post in all matters relating to the specialist area of Programmes and Projects
- Ability to advise and support senior governance bodies and other senior bodies as required, for example National Executive Committee, Tactical Planning Group, Programmes Steering Group .
- Ability to develop and implement appropriate standards and procedures and to monitor their effectiveness
- Ability to provide support for senior managers and lay members, for all programmes and associated projects, and for special projects. Ability to provide assurance of quality processes
- Communications/Coordination/Facilitation
- Ability to work effectively and communicate with management, staff and the NEC including report writing, presentation and facilitation skills
- Ability to develop and deliver specialist training
- Ability to represent the directorate in specialist areas

## **Specialist/Technical**

- Experience and qualification in methodologies of the programme and project office, of managing programmes and of managing projects
- Representing the organisation and sharing experiences in the wider community of programme and project practitioners through membership of an appropriate User Group
- Experience of the life cycles of different types of IT projects
- Understanding of the life cycles of recruitment, campaigning and organising projects

## **General**

- Ability to operate flexibly under the direction of the Director of Executive Office post as appropriate

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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.

#### **Strategic development**

- Ability to advise and support the Director of Executive Office in all matters relating to conference and events organisation, programme and project management and governance, development of strategy, organisational development, management of risk, management of change, performance management and benefits realisation
- Ability to manage conferences and events in line with the union's core principles of democracy, equal opportunities & participation, and fair representation and proportionality
- Commitment to continual improvement of the service available from the Conference Team and the Programme and Project Officers
- Ability to manage contracts and suppliers to deliver high quality conferences in budget
- Ability to support programmes and projects that take forward the union's core activities of recruiting, negotiations, campaigning and developing efficiency
- Commitment to and understanding of UNISON's aims and values and those of the trade union movement

#### **Managerial**

- Ability to represent the Director of Executive Office as necessary
- Ability to contribute to the Executive Office management discussions
- Ability to manage teams to deliver specialist services
- Ability to select, develop and manage staff and their performance
- Ability to set standards, monitor and evaluate progress
- Ability to manage and prioritise work under pressure
- Ability to deputise for the Director of Executive Office
- Ability to manage projects, manage change and risk, and co-ordinate the work of others

#### **Financial**

- Ability to construct, control, monitor and evaluate budgets
- Ability to ensure value for money and the effective use of resources
- Ability to manage contracts with external providers of services

## **Administrative**

- Ability to develop strategy for the operation of conferences and events in UNISON
- Ability to develop strategy for the operation of programmes and projects in UNISON
- Ability to act as the lead adviser to the Director of Executive Office post in all matters relating to the specialist areas of conference and event organisation and programme and project management
- Ability to advise and support senior governance bodies and other senior bodies as required, for example National Executive Council's FRM Committee, Conference Management Team, Project Boards
- Ability to develop and implement appropriate standards and procedures and to monitor their effectiveness
- Ability to provide support for senior managers and lay members, for all programmes and associated projects and for special projects
- Ability to provide quality assurance of processes
- Ability to maximise the potential of IT systems to develop services

## **Communications/Co-ordination/Facilitation**

- Ability to work effectively and communicate with management, staff and the NEC including report writing, presentation and facilitation skills
- Ability to develop and deliver specialist training
- Ability to represent the directorate in specialist areas

## **Specialist/Technical**

- Experience and qualification in conference and events organisation
- Experience and qualification in methodologies of managing programmes and projects
- Experience of preparing specifications for tenders, and working with contractors
- Knowledge of environmental standards and developments in the events industry
- Understanding of health and safety responsibilities in event management
- Knowledge of current equality legislation affecting venue and accommodation providers

## **General**

- Ability to operate flexibly under the direction of the Director of Executive Office post as appropriate

## **Other Information**

Please send 4 copies of completed application forms along with Recruitment and Disability monitoring form to Human Resources Department, UNISON, 130 Euston Road, London NW1 2AY quoting the reference: **EXO/25**

Please note only the **General application** form will be accepted.

The closing date for completed application forms is **12 noon on 17 April 2019**.

Interviews will be held on 9 and 10 May 2019.