

UNISON

RMS (Membership) TRAINING AND SUPPORT MANAGER

RMS OPERATIONS

REF: ORD/49

JOB DESCRIPTION

Grade: 3

Hours: 35 per week

Location: UNISON Centre, London

Reports to: Head of RMS Operations

Accountable to: Head of RMS Operations

Overall Summary

- To identify, in association with lay structures, staff and the RMS Operations Management Team, policies, strategies and methods for developing and delivering UNISON training programmes for staff and lay officials on UNISON's membership system, that is the RMS and web-access RMS (WARMS).
- To be responsible for overseeing the RMS Training and Support programme and to be responsible for the RMS training and support budget, including the monitoring of costs and expenditure.
- To deliver training courses and briefings when required.
- To ensure adequate support is provided to branch, regional and national users of the membership system, by effective management of the RMS Operations Training & Support Team (aka RMS Second-line Support).

Key Tasks and Responsibilities

Managerial

- To oversee and manage the work programmes of second-line support staff, and the RMS Training and Support Assistant. Manager.
- To manage, or participate in project teams established to deliver membership system development or other related aims and objectives of UNISON as required.

Financial

- To manage and monitor the application of the RMS training and support budget

Communications/Co-ordination (Internal)

- To develop and maintain links with Regional contacts and UNISON branches to ensure system support and training needs are reviewed and met.
- Liaise with UNISON IT support to ensure the RMS infrastructure delivers the training needs for the membership community.

Communications/Co-ordination (External)

- To liaise with appropriate service providers to develop and deliver comprehensive and relevant training programmes for branches and UNISON staff.

Development/Strategic

- To work with the RMS Operations Management Team in developing the role, direction and strategy of RMS/WARMS training and support
- To identify training needs for new developments so to ensure the union's membership system is the key organising tool.
- To identify the support requirements and structure for future membership system access and use.

Specialist/Technical

- To develop, in association with staff, lay structures and the RMS Operations management team, training programmes for the Membership System and to organise and facilitate the delivery of any programme, including overseeing its administration and training delivery where appropriate.
- To establish and maintain systems for monitoring the performance and effectiveness of RMS (membership systems) training and support.

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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– Selection Test

Heading	Selection criteria	Assessment
1. Strategic & Development	a) Commitment to and understanding of equal opportunities and understanding of UNISON's aims and values.	A
2. Managerial	a) Ability to select, develop and manage remote and on-site staff and their performance.	A / I
	b) Ability to develop and implement work programmes including setting standards, monitoring and evaluating progress.	A / I
	c) Ability to manage third-party suppliers who deliver tailored training courses using a variety of formats for staff and the lay membership.	A / I
3. Financial	a) The capacity to create and manage administrative, budgetary and other systems associated with the provision of RMS Training and Support as appropriate.	A

Heading	Selection criteria	Assessment
4. Administrative	a) Ability to work to set deadlines and to agreed service levels.	A / I
	b) Ability to manage the workload effectively and to handle competing priorities.	A / I
5. Communications/ Co-ordination/ Facilitation	a) Excellent communication skills, both verbal (presentations) and in writing including the ability to train staff on membership like systems.	A I / T
	b) Ability to liaise with users in Regions, Branches and National Office to resolve any membership application/procedural difficulties and identify new training opportunities.	A / I
6. Specialist/ Technical	a) Comprehensive knowledge of membership and subscription like systems for large organisations.	A / I
	b) The ability to deliver training courses using materials prepared by self and others, using learner-centred methods.	A / I
	c) Experience of devising and organising programmes of training using standard project management methods.	A / I
	d) The knowledge of providing an application support structure and understanding the processes that support this structure.	A / I / T

Heading	Selection criteria	Assessment
	e) Comprehensive knowledge of Microsoft applications and awareness of support and training of IT/digital packages.	A / I
7. General	a) A willingness and ability to work in project teams with colleagues from national office, regions and external organisations.	A

Other Information:

Please send **3** copies of the completed application form to Claire Deritis, RMS, UNISON Centre, 130 Euston Road, London NW1 2AY or alternatively email: c.deritis@unison.co.uk. Please quote **ref: ORD/49**.

The closing date for completed application forms is **5pm on Thursday 12 September 2019**.

Interviews will be held on **Wednesday 25 September 2019**.