

## **UNISON**

### **RMS SECOND LINE SUPPORT x 2** **RMS OPERATIONS SECTION**

#### **JOB PROFILE**

Grade: 5

Hours: 35 per week

Location: UNISON Centre

Reports to: RMS Training and Support Manager

#### **Summary**

The RMS (Recruitment and Membership System) is Unison's core membership database, and also holds a significant amount of key data related to recruitment, retention, ballots, income and communications. It is managed by the RMS Operations Department.

The role of the RMS Second Line Support is to support and train users of the RMS. The role requires the resolution of those incidents that have been passed to Second Line Support via support logging tools or by RMS Operations Management. This includes support of UNISON branches using the web access version of the membership system (WARMS). Often, these incidents will be complex and require a high degree of investigation before they are resolved. Therefore this role will require a comprehensive working knowledge of the structure, functionality and operation of a large membership application and associated membership functions.

The role also involves active participation in other RMS Operations activities, in particular the design and delivery of training to a variety of system users, reviewing the documentation of business processes, assisting with technical support, user acceptance testing, support of pilot implementations and carrying out national membership activities.

This role requires some travel to deliver training, briefings or support to Regions or Branches and to attend meetings, conferences and regional offices that will involve overnight stays.

## **Overall Tasks and Responsibilities**

- As the main priority, provide support to RMS users who are: UNISON Centre departments, regions, branches, UNISONDirect, external training providers and any other relevant third party suppliers
- Liaison with User Support, Technical Services and MTL with regard to service incidents in order to determine their resolution.
- Work with UNISON's call logging systems.
- Perform membership functions in-line with agreed operational procedures for regional transfers, bulk updates and other membership functions.
- Maintain an awareness of planned RMS developments and enhancements and respond to user queries accordingly.
- Test in various environments including live, the resolution of faults that have been fixed or test new developments.
- Support pilot developments for future software releases.
- Review and develop suitable release notes & procedures, training materials and quick reference material.
- Deliver user training on a one to one basis or in a classroom or online setting as and when required
- Obtain and collate information required by RMS Operations Management to assess the efficiency of the RMS system.
- Actively participate in team meetings,

## **Miscellaneous**

- Advise RMS Operations management on requirements for additional user training.
- Attend RMS meetings and conferences.
- Provide continuity of Second Line support cover.

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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**

- Commitment to and understanding of equal opportunities.
- Commitment to and understanding of UNISON's aims, values, priorities and objectives, along with a general understanding of trade unions.

#### **Financial**

- Ability to ensure value for money and the effective use of resources.

#### **Administrative**

- Ability to work to set deadlines and to agreed service levels.
- Ability to manage workload effectively and to handle competing priorities.

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

- Excellent written and verbal communication and interpersonal skills. Good telephone skills are particularly important, as well as the ability to produce high quality written materials. They must include excellence in clarity, style and grammatical accuracy, as well as the ability to produce attractive and easy-to-read layouts.
- Ability to create and review high quality written documentation that takes the form of release and user guidance notes & procedures, training materials, quick reference material and business processes.
- Ability to liaise with the SMS User Support and Technical Services to deal with problem escalation.
- Ability to analyse complex problems and use own initiative to either resolve these or provide the required information to technical support for resolution.

- Ability to liaise with third party suppliers (Miller Technology Ltd.) support staff to address those problems and issues that have been recorded by the fault logging system.
- Ability to work with a diversity of individuals including front-office staff, managers, internal and outsourced IT staff across multiple cultures.
- Ability to communicate with RMS users on operational procedures within a training environment and to design and deliver presentations to a variety of audiences.

### **Specialist/Technical**

- The ability to deliver high quality training to staff so that they are able to use the RMS system to a satisfactory level, applying user focused training methods.
- Thorough understanding of large membership structures and associated key processes
- Comprehensive knowledge of the structure, functionality and operation of a large membership system and an understanding of connectivity principles.
- An appreciation of the disciplines required in logging problems and the ability to work with an automated call logging system (like freshdesk).
- Ability to plan and then perform systematic testing on the different components of a software application.
- Comprehensive knowledge of key Microsoft applications like MS Word, Excel.

### **General**

- Ability to work as part of a team and on own initiative
- Ability to actively contribute to the RMS Operations Team.
- To be prepared to travel to attend Regional Offices, RMS Operations Meetings, training courses and conferences.

### **Other information**

Please submit **three** copies of your completed application form and **one** copy of the recruitment and disability monitoring forms.

Completed application forms must be received by Claire Deritis, RMS, UNISON, 130 Euston Road, London NW1 2AY or by e-mail to [c.deritis@unison.co.uk](mailto:c.deritis@unison.co.uk) no later than **5pm on Monday 25 November 2019**. Please quote **ref: ORD/139/140**. It is proposed to hold interviews on **10 December 2019**.