

# **JOB BRIEF: ASSISTANT EDUCATION OFFICER, LEARNING AND ORGANISING SERVICES**

## **CENTRE OF ORGANISING AND LEARNING DIRECTORATE**

### **Introduction**

1. UNISON is Britain and Europe's biggest public sector union with more than 1.3 million members. Our members are people working in the public services, for private contractors providing public services and in the essential utilities. They include frontline staff and managers working full or part time in local authorities, the NHS, the police service, colleges and schools, the electricity, gas and water industries, transport and the voluntary sector. We employ 1200 staff, approximately 360 at our national centre in Euston, central London and the remainder in our twelve regions across the UK - 9 English regions and, Scotland, Cymru/Wales and Northern Ireland.

As well as a Learning and Organising Services Unit at the national centre, each UNISON region has a dedicated learning and organising function delivering workplace representative training and membership development programmes. The Union has approximately 27,000 activists operating within 1200 local branches.

### **Learning and Organising Services**

2. Learning and Organising Services (LAOS) is responsible for the development and delivery of learning opportunities to UNISON activists and members. This ranges from the development of organising, recruitment and negotiating to specialist training across all of UNISON's different service groups, to member development programmes to develop skills for life, confidence and communication skills. LAOS also provides support to staff and representatives in discussions with employers around learning issues.

Each year approximately 10,000 UNISON workplace representatives take part in training and development activity either with UNISON or through TUC/Unionlearn trade union education departments in colleges. In addition, LAOS supports a programme of learning to members and potential members in UNISON either directly or through employer partnerships, and oversees strategic projects which promote the development of activist and members. LAOS also delivers staff training on key areas linked to organising, campaigning and mentoring.

### **The Role**

3. The Assistant Education Officer is part of a team with responsibility for developing strategy, providing resources and ensuring high quality delivery of a comprehensive programme of education, training and support, to ensure that all elected representatives in UNISON have the confidence, knowledge and skills to carry out their roles effectively. LAOS also provides branches and regions with the methodology and tools to recruit new members and activists and to ensure that they are confident and able to organise and campaign effectively around members' issues.

**The Assistant Education Officer is responsible, within assigned areas, for:**

- Overseeing and maintaining the integrity of UNISON's membership and training database (AMT) to maintain and develop robust tracking, monitoring and evaluation systems to ensure that all new reps, including from fragmented workplaces, private and community employers, are able to receive appropriate and timely training to enable them to carry out their roles.
- Managing delivery of union-wide programmes of training in priority areas for example to support activists undertaking pay bargaining in private and community sector employers, e-learning and blended learning provision.
- Updating education materials for UNISON activists and writing short workshops and activities to support delivery of activist and member learning, including e-learning modules.
- Monitor and manage expenditure within the Learning and organising services budget for areas of designated responsibility currently the national training programme, learning grants and AMT budgets.
- Monitor regional activist education budgets, liaising with regions to ensure correct spend and tallying income received.
- Working closely with national Education Officers, regions and branches to ensure that training is delivered professionally and in a way that promotes organising, and that appropriate systems are in place to support newly trained activists.
- Supporting Education Officers in the delivery of national training and tutor briefings as appropriate.

4. LAOS promotes a member learning offer to all UNISON members delivered by education partners including the WEA and the Open University, and a bursary offer which includes discounts and small grants. The Assistant Education Officer manages and supports these initiatives.

5. LAOS manages and directly delivers a comprehensive programme of courses for national committee members and some branch officers as well as events such as the UNISON Leadership school. The designated Assistant Education Officer, with support from a national course administrator, is responsible for planning and organising events and management of the training programmes.

6. LAOS provides support to other areas of the union on areas relating to training and development. The Assistant Education Officer, within assigned areas, is responsible for supporting projects established to deliver UNISON policy decisions related to education, and specifically providing research, commissioning training, and instituting processes relevant to the objective. This involves liaising with other UNISON departments, regions and external bodies.

7. The Assistant Education Officer, in assigned areas, is also responsible for liaising with UNISON Communications and other appropriate departments to ensure that the

department's web and social media presence is up to date and writing and editing LAOS publications and publicity materials.

8. The Assistant Education Officer is required to travel outside London on occasion. UNISON offers a flexible working policy and is committed to work life balance.

9. The role of the Assistant Education Officer is generic and the allocation of areas of work is the responsibility of the Head of Learning and Organising Services. Areas of work are interchangeable and are regularly reviewed to ensure that Learning and Organising Services is effectively meeting the needs of the wider union.

## UNISON

### CENTRE OF ORGANISING AND LEARNING DIRECTORATE

#### LEARNING AND ORGANISING SERVICES

#### Assistant National Education Officer

#### JOB DESCRIPTION

Grade: 5

Salary: £43,073 incl. London Weighting Allowance per annum

Hours: 35 per week

Location: UNISON Centre, Euston Road

Reports to: Head of Learning and Organising Services

#### Summary

*The post holder will provide strategic support to Service Groups and sectoral groups in developing learning and organising strategies related to negotiating objectives. The post holder will support the work of the Unit by providing research and analysis reports, writing speeches, articles and briefings and organising events. The post holder will also be responsible for managing delivery of the union's national training programme and monitoring education provision nationally and regionally.*

#### Duration

Permanent

#### Key Tasks and Responsibilities

#### Specialist education

- Co-ordinate delivery by internal and external providers of national course provision as designated. This will involve managing contracts with external providers, supporting the development of course content as appropriate, and evaluating outcomes
- Co-ordinate scholarships, bursaries and book grants and make selections for awards. Direct work of administrative staff in advertising and collating applications and course administration.
- Co-ordinate lay tutor training programme – OCN accreditation and cross-peer verification process; co-ordinate delivery of equality module; convene and manage meetings of the Lay Tutor Scheme Committee. Direct and supervise the work of Administrator in issuing certificates.

- Update and where appropriate design and facilitate short workshops/training courses, including for e-learning, as required
- Support and develop strategies for building branch education teams and Union Learning rep capacity in branches.

### **Managerial / Financial**

- Monitor and manage expenditure within the Learning and organising services budget for areas of designated responsibility including regional education budgets.
- Manage the allocation of financial bursaries and scholarships as designated
- Organisation and co-ordination of national learning events

### **Communications**

- Organisation and co-ordination of national events (e.g. National Education Forum and Learning Conferences)
- Design and facilitate short workshops/training courses as required including e learning resources
- Writing speech notes, articles for internal and external publications and reviewing, updating and writing leaflets and publications as necessary including production of U-Learn magazine
- Represent the union on external events relevant to the Unit's work
- Support development and delivery of aspects of LAOS communication and digital strategy

### **Administrative /Strategic**

- Carry out research projects to support development and delivery of member and activist training and development strategy. Monitoring activist education provision at national and regional and providing analysis and reports for Head of Learning and Organising and the Development & Organisation Committee
- Working with national Service Groups/sector groups to develop strategies for linking learning to recruitment, organising and negotiating campaigns particularly in national branches/national employer partnerships.
- Monitor activist education provision at national and regional and providing analysis and reports
- Make effective use of RMS, UNISON's membership and training databases and other digital technology in furtherance of UNISON objectives and priorities.

## UNISON

### CENTRE OF ORGANISING AND LEARNING DIRECTORATE

#### LEARNING AND ORGANISING SERVICES

#### ASSISTANT NATIONAL EDUCATION OFFICER

### ***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 the interviewees in a systematic and consistent way and in accordance with UNISON's Equal Opportunities Policy. It is given to all applicants for information.

#### **Assessment code**

A – application form

PI – panel interview

Heading	Selection criteria	Assessment
<b>1. Thinking skills</b>	1.1 The ability to manage projects designed to achieve UNISON's objectives and priorities and take responsibility for specific areas of the department's work programme	A and PI
	1.2 Experience of data management/tracking, including use of excel and data systems	A and PI
	1.3 Understanding of and commitment to trade union education methods and how these help build union organisation	A and PI
<b>2. Inter-personal &amp; Communication skills</b>	2.1 Able to work with colleagues in a variety of settings in teams and as co-ordinator and project lead	A and PI
		A and PI

	<p>2.2 Ability to organise events involving a wide range of participants</p> <p>2.3 Ability to produce leaflets and articles for internal and external publication, and clear and concise research reports</p> <p>2.4 The ability to manage the commissioning, production and delivery of programmes of education and associated course materials.</p>	<p>A and PI</p> <p>A and PI</p>
<b>3. Initiative and independence</b>	<p>3.1 Ability to plan and prioritise own workload and be proactive in developing and delivering systems and plans in support of LAOS objectives.</p>	<p>A and PI</p>
<b>4. Staff management</b>	<p>4.1 A willingness and ability to work in project teams with colleagues from national office, regions, and external organisations</p> <p>4.2 The ability to and develop and oversee the work programmes of administrative/secretarial/ clerical staff</p>	<p>A and PI</p> <p>A and PI</p>
<b>5. Resource Management</b>	<p>5.1 The ability to work within specified budgets to deliver training programmes, events and materials</p> <p>5.2 The ability to manage provision by internal and external providers including managing contracts and budget submissions</p>	<p>A and PI</p> <p>A and PI</p>

<b>6. Physical Skills</b> <i>(with DD modification where necessary)</i>	6.1 Keyboard skills	A
<b>7. General Knowledge</b>	<p>7.1 Understanding of and commitment to UNISON'S aims and objectives including the principles of equality and democracy and the role of education in achieving these</p> <p>7.2 Willingness to undertake such additional duties appropriate to the post and within the ambit of LAOS as may be allocated from time to time</p> <p>7.3 Knowledge of ICT packages including Microsoft Office suite, and experience in use of excel and membership and data systems.</p> <p>7.4 Willingness to learn and apply new technologies including social media platforms and e-learning sites (moodle / learning management systems).</p>	<p>A and PI</p> <p>A and PI</p> <p>A and PI</p> <p>A and PI</p>