

UNISON
SYSTEMS MANAGEMENT SERVICES
CASE MANAGEMENT SYSTEMS COORDINATOR

JOB DESCRIPTION

Grade:	5
Hours:	35 per week
Location:	Any UNISON National or Regional Office <i>[Case Management Systems team is based at UNISON Centre, but postholder could work from another office]</i>
Reports to:	Director of Systems Management Services
Status:	Permanent

Overall summary:

The systems coordinator will be part of the Case Management Systems Team located within Systems Management Services. The systems coordinator will primarily support and train users of the union's Case Management systems; as well as assisting with appropriate development work.

Key Tasks and Responsibilities

Administrative:

- To assist with relevant project work including using project management tools as appropriate eg Microsoft Project or PRINCE
- To track and monitor system faults and downtime.
- To co-ordinate support cover for the Case Management systems.
- To document system processes.
- To co-ordinate the organisation and administration of training courses In the UNISON centre and regional training visits.
- To order software or other resources appropriate to the work of the team.
- To organise meetings as required.
- To co-ordinate the maintenance of Case Management systems databases, in liaison with the relevant technical support.
- To capture and record reported training needs.

- To administer the approval, setting up and de-activating of user accounts on Case Management systems.
- To administer training data for the delivery of Case Management systems training
- To use Microsoft Office software and other software operated by UNISON, in support of the operation of Case Management systems.

Communications/Co-ordination (Internal)

- To liaise with branches, regions and national departments on areas of work covered by the team.
- To produce email bulletins for users as appropriate.
- To produce training material in support of user training.
- To create and manage online user materials.
- To give presentations to members and staff on systems supported by the team
- To attend user groups or forums appropriate to the work of the team.
- To participate in team and unit meetings and any other meetings as directed by the unit head.
- To maintain and update all system contacts and lead user details.
- To draft reports relevant to the unit's work for appropriate UNISON committees.
- To keep aware of the processes and practise for member representation within UNISON

Communication/Co-ordination (External)

- To liaise as appropriate with UNISON IT service providers on areas relevant to the team's work.

Development/Strategic

- To co-ordinate the development and promotion of the IT systems supported by the team.
- To contribute to the development of business processes in the team as necessary.

Specialist/Technical

- To access the UNISON membership system in support of Case Management systems and users.
- To operate Case Management systems at the level of System Administrator
- To carry out system testing in support of problem diagnosis, system upgrades or IT changes that may impact on the systems supported by the team.
- To run reports from Case Management systems as appropriate.

- To operate any other systems appropriate to the work of the team.
- To operate support logging systems and processes.
- To operate change request systems and processes.
- To train users on the use, appropriate to their role, of systems supported by the team.
- To diagnose, record and resolve queries on the operation of the systems supported by the team, escalating issues to other parties as appropriate.
- To operate database reporting tools in support of this role.
- To brief management on issues affecting the support of Case Management systems.
- To use the online technologies in support of the work of the team.
- To create and manage documents for uploading to online resources.

General

- To work in line with the union's objectives including its commitment to equal opportunities.

NB. The role will include occasional visits to UNISON regions and Branches for training purposes, or attending UNISON events, which may necessitate overnight stays.

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.

Assessment code: A – Application form PI – Panel interview

Heading	Selection criteria	Assessment
<p>1. Thinking and Knowledge</p>	<p>Ability to track and monitor system faults and downtime</p> <p>Ability to document system processes.</p> <p>Ability to set up and maintain training data</p> <p>Ability to use and train to use Microsoft Office software and other software provided by UNISON for this role.</p> <p>Ability to liaise as appropriate with UNISON IT service providers on areas relevant to the teams work.</p> <p>Ability to use databases in support of the work of Case Management systems team.</p> <p>Ability to carry out system testing as appropriate.</p> <p>Ability to run reports from the systems as appropriate.</p> <p>Ability to manage and prioritise work under pressure.</p>	
<p>2. Interpersonal and Communication</p>	<p>Ability to capture and record reported training needs.</p> <p>Ability to liaise as necessary with branches, regions and national departments on areas of work covered by the team.</p> <p>Ability to produce email bulletins for users as appropriate.</p> <p>Willingness to assist /give presentations to members and staff on UNISON direct and Case Management Systems.</p> <p>Willingness to attend as appropriate any user groups, forum or other meetings, relevant to the work of the team</p> <p>Willingness to participate in team and unit meetings and any other meetings as directed by the Unit Head.</p> <p>To brief management on the nature of issues affecting the support of the Case Management systems.</p> <p>Ability to work as part of a team.</p>	

Heading	Selection criteria	Assessment
3. Initiative and Independence	<p>Ability to co-ordinate the organisation and administration of training courses and regional visits.</p> <p>Ability to organise meetings as required.</p> <p>Ability to draft reports relevant to the unit's work for appropriate UNISON committees.</p> <p>Co-ordinating the development and promotion of the related IT systems</p> <p>Co-ordinating the development of business processes in the team as appropriate.</p> <p>Ability to diagnose and resolve problems and issues experienced by Case Management systems users and to refer these for further technical support where necessary.</p> <p>Ability to assist in the development of new business processes.</p>	
4. Staff Management	No management requirements	
5. Resource Management	<p>Ability to assist as necessary with any relevant project work including using project management tools as appropriate eg Microsoft Project or PRINCE.</p> <p>Ability to produce and maintain as appropriate on line user materials</p> <p>Maintaining records of Case Management systems contacts, lead users and other information relating to the work of the team.</p> <p>Willingness to operate, and train to use, project planning tools such as PRINCE 2 and Microsoft Project.</p>	
6. Physical Skills <i>(with DDA modification where necessary)</i>	<p>Keyboard skills</p> <p>Independent travel</p>	
7. General Knowledge	Ability to maintain the Case Management systems at System Administrator level	

Heading	Selection criteria	Assessment
	<p>Ability to operate support logging systems and processes.</p> <p>Ability to operate change request systems and processes.</p> <p>Ability to train users on the systems supportive by the team, in line with UNISON's policies..</p> <p>Ability to use IT reporting tools, and other software, in support of the work of the team.</p> <p>Ability to use the internet and online resources in support of the work of the team.</p> <p>Ability to use general office software, and a willingness to train in and use other relevant software in support of the work of the team</p> <p>Ability to work in line with the union's objectives including its commitment to equal opportunities.</p>	