

**UNISON**  
**EASTERN REGION**  
**HEAD OF CORPORATE SERVICES**

**REF R1/78**

**JOB DESCRIPTION**

Grade: 4  
Hours: 35 per week  
Location: Chelmsford  
Accountable to: Regional Secretary

**Overall Summary**

1. Under the direction of the Regional Secretary the Head of Corporate Services will be responsible for all aspects of Corporate Services within the Eastern Region.
2. Manage and support the Corporate Services Team to deliver and maintain services direct to Branches and the Region's staff by:
  - Overall management of Membership Services, Financial Services, Estates and Administrative Services.
  - Developing service standards and service level agreements within the Corporate Services Group.
  - Managing recruitment and appointment of staff, both internal and external and related personnel issues.
  - Monitoring performance and service delivery.
3. Line manage and supervise the Team Leaders, including Team briefings, development and quarterly reviews, learning and development and reviews of performance.
4. Act as the Region's Investor in People lead, taking responsibility for all IIP activity and taking forward all work related to maintaining accreditation. Chairing and leading IIP Regional Group and reporting to the Regional Management Team. Production of Annual Regional Training Plan.
5. Introduce and deliver new administrative systems within the Region as appropriate.
6. Act as a full participant of the Regional Management Team advising the RMT on issues relating to Corporate Services, produce an annual Corporate

Services Plan, and reporting monthly on areas under consideration and liaising with Service Team managers as appropriate.

7. Take a lead role in improving the efficiency and effectiveness of the Region through monitoring and review of business processes, identifying changes required, and recommending courses of action.
8. Responsible for monitoring and managing finance issues relating to income collection, regional operational and lay budgets. Preparation of the annual budget submission to HQ and expenditure control.
9. To undertake this role the postholder will require the relevant management skills and knowledge to meet the person specification in relation to:
  - Strategic development
  - Staff management
  - Financial
  - Administration
  - Communications
  - Systems
  - Other areas as directed

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**PERSON SPECIFICATION**

**Strategic Development**

- Ability to participate within the RMT in strategic development planning and management of change relating to Corporate Services within Eastern Region.
- To contribute to the Region's operational and strategic plans through preparation of plans, development of work programmes, project management and production of reports and presentations.
- Develop standards of good practice in communications and ensure effective performance.
- Commitment to UNISON's aims and values and Equal Opportunities.

**Staff Management**

- Ability to manage and motivate the Corporate Services Team carrying out Team Briefings and Quarterly Performance and Development Reviews.
- Ability to select, develop and manage staff and their performance ensuring continuous development in line with the Region's Business Plan and Objectives.
- Ability to develop and implement work programmes including standards, monitoring and evaluating progress.
- To ensure that Health and Safety and Welfare practices are observed across the Region.
- Ability to manage and meet deadlines.
- Ability to project manage, motivate and co-ordinate the work of others.

**Financial**

Ability to oversee and monitor all income/expenditure of the Region ensuring that it is handled in accordance with approved guidelines and established practices.

**Systems/Technical**

Ability to manage the performance of the computer equipment and software used by the Region and liaise with technical staff in National Office as required.

To advise the RMT on IT issues and equipment requirements and replacement needs.