

JOB BRIEF: RMS (MEMBERSHIP) OPERATIONS PROJECT MANAGER ORD/48

Introduction

1. UNISON is Britain's leading public service trade union, with over 1.3 million members working in the public services, private, voluntary and community sectors and in the energy services. We employ over 1,000 staff: approximately 370 at our national centre in Euston, central London; and the remainder in our twelve regions across the UK, including Northern Ireland.
2. Our Regional Offices, National Office, UNISON Direct and over 700 Branches access UNISON's membership system (Merlin). The RMS Operations Unit oversees all development, training and support for this critical application. The RMS Operations unit also processes all subscription income and provides member services associated with income collection.
3. UNISON's membership system has evolved over many years, and it delivers or integrates with the following business areas:
 - Members joining and amending their membership details online
 - Ballot & Election administration
 - Subscription income processing
 - Direct Debit process
 - Activist identification and training
 - Integration with Business Intelligence tools.
4. The main role of the RMS Project Manager is to manage application change or integrations that impacts on UNISON's membership processes or data. It requires a high degree of project management skills, as the successful applicant will be expected to deliver these changes and any data cleansing initiatives on time and within budget.
5. The project manager will also provide leadership, expertise, and technical direction to RMS Operations staff, and will have considerable experience of managing successful and innovative projects, as well as business analysis and software implementation skills.

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RMS (MEMBERSHIP) PROJECT MANAGER

UNISON CENTRE

REF: ORD/48

JOB DESCRIPTION

Grade: 3

Location: UNISON Centre, Euston Road London NW1

Reports to: Head of RMS (Membership) Operations

Responsible for: Variable external resource plus one member of staff.

Key tasks and responsibilities:

1. Project Work
 - 1.1. Ensure that projects are properly specified, costed, and initiated.
 - 1.2. Integrate projects into the RMS Operations work programme.
 - 1.3. Ensure that projects are aligned with UNISON's strategic plan and integrate effectively with other projects, both within and outside RMS Operations.
 - 1.4. Manage project work from initiation to completion, including change control.
 - 1.5. Ensure project governance is maintained by adhering to agreed standards.
 - 1.6. Comply with UNISON procurement protocols when commissioning new work requiring external support.
2. Membership System Change
 - 2.1. Receive mandates for system change and translate these into functional specifications for the appropriate supplier(s), using the appropriate format.
 - 2.2. Document system changes using the most suitable medium for the intended audience, e.g., flowcharts, data flow diagrams, entity models, etc.
 - 2.3. Set priorities, boundaries, and scope for system changes to ensure value for money.
 - 2.4. Commission and manage the delivery of changes and developments from the membership software developer and other software suppliers.
 - 2.5. Identify user needs and lead on determining how these should be progressed, using the union's membership system as an effective organising tool.
3. Data Cleansing and Archiving
 - 3.1. Manage data cleansing and database archiving requests, ensuring the approach and implementation are appropriate and complete.
4. Using RMS as an Organising Tool
 - 4.1. Use RMS and related tools to provide UNISON with key organising information.
 - 4.2. Facilitate workshops and deliver presentations promoting the benefits of RMS as an organising tool.

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PERSON SPECIFICATION AND SELECTION CRITERIA

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 Panels 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 Form

PI – Panel Interview

ST - Selection Tests

Heading	Selection criteria	Assessment		
1. Knowledge & Thinking skills	• Significant experience of Managing projects from initiation to completion using establish project Management methodologies and tools like JIRA.	A	PI	ST
	• Commitment to and understanding of UNISON's aims and values and a general understanding of trade unions.		PI	
	• Ability to capture the business needs of Regional, Branch and National Officer users (including senior managers) and other project stakeholders and translate these into functional specifications.	A	PI	ST
	• Ability to document business & system change using a variety of methods like flowchart, entity modelling and data flow processes.	A	PI	ST
	• Experience of developing complex membership systems, including subscription income processes and an appreciation of good database design.	A	PI	ST
	• Ability to manage software suppliers so they deliver their products within a controlled project environment.		PI	

Heading	Selection criteria	Assessment		
2. Inter-personal & Communication skills	<ul style="list-style-type: none"> • Experience of facilitating workshops and delivering excellent presentations. 		PI	ST
	<ul style="list-style-type: none"> • Ability to produce formal reports and briefings for project boards and other forums as required. 	A	PI	
	<ul style="list-style-type: none"> • Ability to present system change and project development for different audiences like national managers or member led committees. 	A	PI	ST
	<ul style="list-style-type: none"> • Able to demonstrate emotional resilience, self-awareness and self-management. 		PI	
3. Initiative and independence	<ul style="list-style-type: none"> • Ability to manage workload effectively and to handle competing priorities. 	A	PI	
	<ul style="list-style-type: none"> • Ability to work to set deadlines and to agreed service levels. 	A	PI	
	<ul style="list-style-type: none"> • Ability to act as key advisor to senior managers and senior lay committees as appropriate. 		PI	
4. Staff Management	<ul style="list-style-type: none"> • Ability to select, motivate, develop and manage staff and their performance. 	A	PI	
	<ul style="list-style-type: none"> • Ability to manage and prioritise work under pressure. 		PI	
	<ul style="list-style-type: none"> • Experience of developing work programmes including setting standards, monitoring and evaluation. 		PI	
5. Resource Management	<ul style="list-style-type: none"> • Ability to formulate, monitor and control project budgets to ensure value for money. 	A	PI	
	<ul style="list-style-type: none"> • Ability to negotiate with suppliers – obtaining quotes in advance, agreeing costs, and identifying chargeable and non-chargeable work. 	A	PI	

Heading	Selection criteria	Assessment		
6. Physical Skills	<ul style="list-style-type: none"> Advanced level of ICT skills –Word, Excel, Project Management tools & experience of using business intelligence tools. 		PI	ST
7. General Knowledge	<ul style="list-style-type: none"> Ability to operate under the direction of the NEC, General Secretary and Senior Management Group. 	A		

Other Information

- a) Occasional travel will be required to visit Regional offices and/or branches.
- b) Occasional working on Weekends (approximately 6 times a year) will be required.