

Systems Manager

Reports to:	AGS
Hours:	Full time
Grade:	3
Location	London Liverpool Street, Office based 3-4 days a week.

Job Purpose

To develop the use of information systems and digital technology across the Union in order to deliver TSSA's strategic aims and objectives.

To lead on and oversee the maintenance and development of the membership database and contact system. To ensure the delivery of all membership database services including the onboarding of members and new member journey experience. The post holder will be responsible for ensuring the preparation of statistical information for management and reporting purposes. To source and work directly with IT providers, including contact centre, to ensure that TSSA's needs are being met and enhanced. Provide support for the Unions democratic bodies including conferences in order to ensure that IT services and technology needs are delivered.

The role will provide IT advice and support as necessary, in addition to being accountable for TSSA's data compliance (GDPR) and information (cyber) security.

Out of hours assistance will be required.

Key Responsibilities & Accountabilities

- Support and manage IT systems and digital technology use across the Union.
- Use strong technical skills to find solutions to both typical and unconventional problems.
- Undertake role of the data protection officer (DPO) and associated responsibilities for the Union.
- Analysing root causes to ensure permanent resolution where possible.
- Provide IT support to Unions democratic bodies including conferences.
- Accountable for TSSA's membership database including member journey.
- Provision of regular, accurate management reports.
- IT and information security and compliance with the legal requirement of a TU and membership organisation.

- To ensure that all files and records held by membership staff are maintained in an efficient manner.
- To devise, implement and monitor systems of work and work programmes and to ensure that deadlines and quality standards are achieved.

Financial Responsibilities

- To ensure that income received via our IT infrastructure is handled in a secure manner and in accordance with approved practices.

Key Internal Relationships:

GS, AGS
Finance Manager
HR
Senior lay officials
Branch and Divisional Council representatives

Key External Relationships:

Membership database suppliers/support
IT providers
TSSA's Contact Centre
TUC
Other Trade Unions

PERSON SPECIFICATION

JOB TITLE:	Systems Manager	POST NO:	
ESSENTIAL		DESIRABLE	
Qualifications			
<ul style="list-style-type: none"> • Relevant IT qualification or equivalent experience and knowledge. 			
Skills			
<ul style="list-style-type: none"> • Advanced Computer literacy, able to understand a variety of systems and databases. • Project Management Skills. • Ability to prioritise work and meet deadlines. • Competent stakeholder management skills. • Excellent written and oral communication skills with the ability to communicate with a range of people at all levels. • Ability to update and maintain accurate membership records in line with established procedures and standards. • Ability to deal effectively with all related IT problems and IT suppliers. 			
Knowledge and Experience			
<ul style="list-style-type: none"> • Knowledge of customer relation database management systems (CRM). • Experience of maintaining and developing IT systems and networks. • Sound knowledge of developments in IT systems, hardware and software. 		<ul style="list-style-type: none"> • Knowledge of a membership organisation or trade union. • Knowledge of the transport and travel industries. 	

Other Personal Attributes	
<ul style="list-style-type: none">• Self-motivated and resilient.• Flexible approach to work, with the willingness to work unsocial hours.• Commitment to own self development.• Understanding and commitment to the Association's Equal Opportunities and Diversity Policy.• Commitment/empathy to the trade union movement.	