

**UNISON
HEAD OF CORPORATE SERVICES
YORKSHIRE & HUMBERSIDE REGION
REF: R13/108**

JOB DESCRIPTION

Grade: 4

Hours: 35 per week

Location: UNISON Regional Centre, Quayside House, Leeds LS11 5PS

Reports to: Regional Secretary

Responsible for: Corporate Services

OVERALL SUMMARY

This post is a key role in the region. The post will have a strategic role in delivering UNISON's Objective 4 of "Developing an efficient and effective union."

1. Working under the direction of the Regional Secretary, the head of corporate services will be responsible for all aspects of corporate services within the Yorkshire & Humberside Region.
2. To manage and support the corporate service team or the team covering the functions of corporate services' to deliver and maintain services direct to branches and the region's staff by:-

*overall management of RMS, finance, personnel, team & system support, branch IT & systems support and branch admin & finance support.

*developing service standards and service level agreements within the corporate service team or the team covering the functions of corporate services'.

*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 corporate services team covering the functions of corporate services and other relevant staff as necessary. This will include team briefings, annual development reviews, one-to-ones and staff training and development.

4. As assistant regional health & safety manager taking responsibility for the region's health & safety policy, risk assessments and monitoring of health and safety issues. In addition, to work with the staff trade unions' accredited safety representatives through the region's Joint

health & safety committee, undertaking inspections, carrying out health & safety inductions for new staff.

5. To undertake a region-wide role in supporting branches on all aspects of corporate services functions and, in particular, in respect of the RMS/Merlin membership records system, IT & Systems, branch admin & finance, staffing & personnel and health & safety.
6. To be responsible for the conference delegate registration function and the OCS function.
7. To act as the liaison between the regional office and the regional lay structure at branch and regional level.
8. To support and advise the RMT on issues relating to corporate services, to produce an annual corporate services plan and to report monthly on areas under consideration including liaising with regional managers and senior administrator as appropriate.
9. Take a lead role in improving the efficiency and effectiveness of the region through monitoring and reviewing business processes, identifying changes required and recommending courses of action.
10. Responsible for monitoring and managing finance issues relating to income collection and the regional staffing & admin and lay budgets.

Preparation of the annual budgets and half-yearly review submissions to the national centre and expenditure control.

11. Introduce and deliver new administrative systems within the region as appropriate.

12. 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
- * Finance
- * Administration
- * Communications
- * Systems
- * Other areas as directed

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PERSON SPECIFICATION

Strategic Development

- Ability to participate within the Regional Management Team (RMT) in strategic development planning and management of change relating to corporate services within the 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 service team or the team covering the functions of corporate services' carrying out team briefings and annual 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 setting standards, monitoring and evaluating progress.
- To ensure that health, 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.

Finance

- Ability to oversee and monitor all income and 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 IT hardware and software used by the region and liaise with technical staff in the region and at the national centre as required.
- To advise the RMT on IT issues and equipment requirements and replacement needs.
- Ability to oversee the efficient operation of the conference delegate registration and OCS functions.

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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

Heading	Selection Criteria	Assessment
1. Thinking Skills	1.1 Experience of problem solving including: • Analysis of information including statistics and financial information • Evidence of contributing to the development of strategic plans • Evidence of the development of systems/processes and the implementation of performance standards, including monitoring and evaluation	A & PI
	1.2 Evidence of a commitment to personal and staff development, particularly that which supports the achievement of the Organisation's objectives	
	1.3 Experience of operating and influencing effectively in a trade union or a voluntary organisation environment	A & PI

5. Resource Management	5.1 Experience of project co-ordination, including: • Time management • Developing a budget and maintaining control of expenditure • Maintenance of databases and control of confidential information	A & PI
	5.2 Evidence of contributing to the management of budgets including: • Assisting with budget preparation and development • Monitoring progress and resource control	A & PI
6. Physical Skills	6.1 Keyboard skills	A & PI
	6.2 Driving or ability to travel	A & PI
	6.3 Occasional light lifting of materials and equipment	A & PI
7. General Knowledge	7.1 An understanding of UNISON's aims and objectives and a commitment to the principles of equality and democracy	A & PI
	7.2 An understanding of the role of Trade Unions and the social and political environment in which the Union operates	A & PI
	7.3 ICT packages including Microsoft Office Suite and bespoke systems	A & PI

Other Information

Please send completed applications as well as recruitment and disability monitoring forms should be returned to by email to Y_HPersonnel@unison.co.uk quoting reference R13/108