



# VACANCY

## Head of ICTS

Grade F - (100%)

UNI Global Union is the voice of 20 million service sector workers around the world. Through its affiliated trade unions, UNI represents workers in 150 countries and in every region of the world. Our Head Office, where this position is based, is in Nyon, Switzerland with 50 staff. UNI's strategy is to build power for working people through strong unions and to change the rules of the game in the global labour market in order to ensure justice and equality for working people.

### Objective

UNI Global Union is seeking a Head of Department for its UNI Information, Communications, Technology Services (ICTS) Global Union. The sector, which includes professional, technical and administrative support staff, is diverse, ranging from traditional telecommunications, to business services, contact centres and information technology.

The Head of ICTS' mission is to develop and implement UNI Global Union's "Breaking Through" strategy as well as the strategic plan adopted by the UNI ICTS Global Conference in 2015. He / She needs to understand the specific dynamics and needs of each particular area within the sector. The Head of ICTS works under the general direction of UNI's General Secretary.

### Core Responsibilities

The Head of UNI ICTS shall have the following responsibilities:

- Implement the decisions of the UNI ICTS steering groups, committees and conferences at the regional and global levels.
- Secure the implementation of UNI ICTS strategic Breaking Through plan globally and in the four regions: Africa, Americas, Asia & Pacific and Europa.
- Represent UNI ICTS with multinational companies in the sector and organise the workers' side in those companies at international level, building trade union alliances and networks as well as negotiating and implementing global agreements.
- Develop activities to assist affiliates in their organising and education/capacity-building efforts in order to grow their membership and develop their union structures.
- Ensure that workers have a voice in global and regional regulations that affect this technology driven sector from the ILO, OECD and European Union.
- Develop new strategies to organise the new and growing areas of the sector, including business services, information technology (IT) and contact centres.
- Increase UNI ICTS membership base.
- Secure a positive relationship with UNI ICTS affiliates and respond to their requests for support.
- Monitor the rapid changes and trends in the sector and influence their direction.
- Establish and maintain contact with employers and their organisations, globally and regionally.
- Cooperate closely with other parts of UNI Global Union and the international trade union movement.
- Monitor developments relevant to the sector, including activities of affiliates.
- Promote the visibility of UNI ICTS, including regular communication with affiliates.
- Manage sector staff at head office and in the regions.
- Manage the Director for Professionals & Managers (P&M) and ensure the full implementation of the P&M global workplan
- Create and manage the annual sector budget and secure additional outside funding for the sector work.

## Requirements

- A minimum of 8 years of leadership experience with a union organisation, at the national or international level.
- Good hands on awareness of how a national union functions.
- Direct national, international and wider trade union experience, including:
  - Working with and representing union members in collective bargaining and negotiating with employers.
  - Organising and employer focused campaigns.
- An understanding of technological developments and their impact on UNI ICTS' interests.
- The capacity to represent UNI ICTS with international institutions, companies and affiliates.
- Prior knowledge and union involvement in the ICTS sectors would be a distinct advantage, including knowledge of industrial relations and union trends.
- Experience working in multiple countries would also be an advantage.
- The ability to plan strategically and administratively, as well as a track record of reaching targets.
- Proven communication, advocacy and campaigning skills, including strong writing ability.
- Fluency in English, spoken and written, is essential. Knowledge of any other languages is an advantage.

The successful candidate will have a strong personal commitment to the ideals and goals of UNI ICTS and UNI Global Union and will demonstrate the ability to respond to unexpected events effectively and efficiently, delivering results in this fast-paced environment. He / she will possess solid leadership skills, including interpersonal savvy, partnership skills and the ability to motivate colleagues as well as honesty and integrity.

This position requires frequent travel and the flexibility to work irregular and unusual hours.

The terms and conditions of employment are according to the collective agreement existing between UNI, its employees in Nyon and their trade union.

Any candidate wishing to apply should complete the application form (available from [www.uniglobalunion.org/jobs](http://www.uniglobalunion.org/jobs)) and return it with a recent colour photo and other relevant information to:

Damaris Baeuchle, Human Resources Manager, UNI Global Union  
Email: [jobs@uniglobalunion.org](mailto:jobs@uniglobalunion.org)

**APPLICATION DEADLINE: 10.05.2018**