

## VACANCY

# Coordinator - Senior Coordinator / Organiser - Senior Organiser ICTS (Grade C/E)

Nyon, Switzerland - (100%)

UNI Global Union is seeking a **Coordinator-Senior Coordinator / Organiser – Senior Organiser** for its ICTS sector, a large, exciting, and dynamic sector within UNI Global Union.

### 1 About UNI Global Union

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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 is based in Nyon, Switzerland, with nearly 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.

### 2 About UNI ICTS

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The UNI ICTS sector has an ambitious program to grow unions, improve working conditions and to build union strength within the sector, with a focus on major telecommunications corporations, contact centre employers, technology, and video game companies.

Faced with many tough employers we fight for the rights of workers to organise unions and engage in collective bargaining. The key elements of the programme include building organising capacity among our affiliated unions and organising workers into unions.

UNI ICTS has developed a strategic action plan which unites and aligns the efforts in all UNI regions and enables coordinated and integrated action.

The Coordinator-Senior Coordinator/Organiser–Senior Organiser, She/He will have a key role in implementing all aspects of this programme, under the direction of the Head of Department, with a focus on winning organising campaigns. A key determinant of success is the experience and ability to work in a team.

### 3 About the Job

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The Coordinator-Senior Coordinator/Organiser–Senior Organiser will have the following responsibilities:

- Implementing the UNI ICTS strategic plan. Developing and implementing plans to assist affiliates in their organising efforts
- Developing and managing global campaigns, together with affiliates, to win organising rights for workers at key multinational and regional ICTS companies
- Exploring best practices and initiatives in union organising in the ICTS sector.

- Developing and implementing the UNI ICTS strategic plan for contact centres.
- Coordinating UNI's work in key multinational companies in the telecommunications industry.
- Developing and delivering organising training programmes
- Implementing the decisions of UNI ICTS meetings and conferences at company, regional & global levels.
- Preparing material, presentations and documents for UNI ICTS meetings and conferences.
- Securing a positive relationship with affiliates and responding to their needs and requests.
- Monitoring developments relevant to the sector, including activities of affiliates.
- Communications including writing of web articles, organising materials and further developing the use of social media and communications tools in the ICTS sector.
- Representing ICTS with external stakeholders and other international organisations.

The task requires continuous cooperation between the Head Office and each of the regional offices. This requires focus, cohesion and good integration with others in order to implement the plan.

#### **4 Experience & Competencies**

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The successful candidate, She/He will have the following responsibilities:

- A strong personal commitment to the goals of UNI ICTS & UNI Global Union, and significant practical union experience.
- Experience as an organiser or lead organiser at a national union, global union or other relevant organisation.
- International trade union experience and/or working as an organiser in multiple countries would be an advantage.
- Strong communication, writing and social media skills.
- Fluency in English, spoken and written, is essential. Knowledge of any other languages is an advantage.
- Experience in leading organising and employer focused campaigns at a national or global union level
- Effective time management skills, including prioritising and managing multiple tasks and demonstrated experience in developing personal work plans and goals. Proven ability to meet deadlines.
- The ability to work well with affiliates and with the Head Office and Regional staff.
- The ability to engage in responsible financial oversight and respect budgets.
- The ability to adapt to irregular and unusual hours and strenuous travel commitments.

The successful candidate will be expected to relocate to the Head Office region near Geneva, Switzerland and to take up the position as soon as possible.

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

The title and grading of the position will be determined according to the experiences and responsibilities of the successful candidate.

## 5 How to apply

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Applications to the position must be sent in English to Céline Tremblet, Human Resources Manager, at [jobs@uniglobalunion.org](mailto:jobs@uniglobalunion.org) no later than , June 20<sup>th</sup> 2021 and include:

- An application form (available from [www.uniglobalunion.org/about-us/jobs](http://www.uniglobalunion.org/about-us/jobs))
- CV and relevant work certificates and diplomas

First interviews will take place online, end of June.

## 6 Data management

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In order for us to comply with new data protection laws, UNI Global Union does not retain unsuccessful candidate applications. If you would like to know about future employment opportunities, please visit our employment website where all our vacancies are posted <http://www.uniglobalunion.org/about-us/jobs>