

The Chartered Society of Physiotherapy

Job Description

Job Title:	Trade Union Organisers X2 Fixed Term Contracts (both 15 months)
Directorate:	Employment Relations and Union Services
Team:	Field Services
Grade:	6
Hours:	21 hours per week (worked over 3 days)
Accountable to:	Elaine Sparkes, Assistant Director

Main Purpose of the post:

The role will work closely with all members of the Employment Relations and Union services team to support the development of an effective Trade Union organisation. The post-holder will undertake project work to develop new ways to recruit and support workplace activists, recruit and retain members and build workplace organisation through local activity including events and local campaigns as appropriate.

Main duties and responsibilities:

1.	To carry out direct recruitment of members, with a particular focus on associate membership.
2.	To carry out recruitment of stewards and safety representatives.
3.	To work with Senior Negotiating Officers to take forward the organising strategy, identifying suitable workplaces within regions and countries to use for piloting local organising projects.
4.	To identify and pilot different models within local areas/workplaces to provide support for CSP steward and safety representatives and to increase member engagement.
5.	To act as a resource and work alongside CSP stewards and safety representatives to support local activity and events, identify other activists and build workplace organisation.
6.	To work internally across the organisation and engage with staff involved in working with member activists such as learning champions, equality and diversity networks, regional groups and professional networks, and build positive working relationships.
7.	To attend the Student Executive Committee, Associate Committee and the student conference as appropriate and to support work across directorates to increase recruitment of these groups.
8.	To evaluate the impact of local initiatives on the stewards and safety representatives networks and member engagement.
9.	The duties and responsibilities highlighted in this job description are indicative and may vary over time depending on business need. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and in accordance with the needs of the team.

Person Specification Form

The person specification below outlines the essential and desirable experience, knowledge and skills required for this role. Evidence for behaviours, knowledge and skills will be looked for throughout the selection process.

E – Essential requirements are those without which the job could not be done.

D – Desirable criteria are those that may enable better or more immediate performance in a job.

W.O.W (Ways of Working Framework) – The CSP’s behavioural framework for relationship management

	ESSENTIAL/ DESIRABLE (E or D)	ASSESSED BY APPLICATION/ INTERVIEW/ TEST (A/I/T)
Educational Requirements		
Formal training or education in relation to trade union organising	D	A
Previous Experience		
Organising experience gained with a trade union or equivalent experience gained in another organisation.	E	A/I
Experience of undertaking project work	E	A/I
Experience of evaluating impact of projects	D	A
Professional/Technical and Occupational Requirements		
Intermediate skills level in the following Microsoft Applications: Word, Excel, Outlook	E	A/I
Skills and Knowledge		
Demonstrates a high level of verbal and written communication skills including presentation skills	E	A/I
Understands the role of workplace representatives and the importance of organising.	E	A/I
Demonstrates an understanding of members and the particular issues for a trade union and professional body (<i>WOW – Member focused</i>)	E	A/I
Broadly understands current government policy on Health and Social Care and the potential impact on trade unions and their membership across the four countries.	E	A/I
Understands the importance of facilitating members to find their own solutions to workplace issues. (<i>WOW – Member Focused</i>)	E	A/I
Identifies and implements creative ideas and solutions to support members in the workplace (<i>WOW – Empowered</i>)	E	A/I
Has ability to work alone and be self-motivated.	E	A/I
Works collaboratively with staff and members across the organisation to share information and involve others to improve outcomes for members (<i>WOW – One Team, Working Together</i>)	E	A/I
Uses data/intelligence from membership databases and knowledge to influence and inform decisions. (<i>WOW – Professional</i>)	E	A/I

Other Requirements		
<ul style="list-style-type: none"> • Knowledge and understanding of equality and diversity principles and the ability to work to them in practice. 	E	A/I
<ul style="list-style-type: none"> • Takes responsibility for ensuring that data is accurate and up to date, whilst being aware of sensitive and confidential data. 	E	A/I
<ul style="list-style-type: none"> • A commitment to trade union principles. 	E	A/I
<ul style="list-style-type: none"> • *Ability to undertake the travelling and unsocial hour's required of the post. 	E	A

GUIDANCE NOTE FOR APPLICANTS

Completing the Personal Statement

This section is very important. It gives you the opportunity to detail why you are applying and why you are the best person for the job.

Candidates will be measured against the person specification. Be clear that you can demonstrate that you meet the essential requirements of the person specification before proceeding. Please provide specific examples to show how you meet each criterion.

Please also include any voluntary work you may have been involved in, experience at school or any relevant experience outside work which demonstrates how you meet the criteria. Candidates will be short listed **solely** on the information supplied in the application form.

The Ways of Working (W.O.W) is the CSP's behavioural framework for relationship management (see attached) which is incorporated into our person specifications, the framework sets out the behaviours we expect you to demonstrate in your application and in your work should you be successful. Evidence for behaviours, knowledge and skills will be looked for throughout the selection process.

The references in the person specification marked in bold are there to guide you to the relevant section of the framework for your information so that you can demonstrate how you meet each criteria as fully as possible. You are not expected to read the entire framework document just those parts referred to in the person specification.

Please note if you do not provide a personal statement or do not demonstrate how you meet the criterion you will not be shortlisted.

Key Tips:

- Write your first draft of the personal statement independent of the application form and check it for spelling and grammar.
- Use spell checks, but be wary of them. If you write 'from' instead of 'form', for example, it will not be picked up. For UK applications avoid those that introduce American spellings like 'organize' and 'center'.
- Once you are happy with them cut and paste your answers onto the form.
- Be careful if you are taking material from another application not to include the name of the other organisation. This is the quickest way to the reject pile!
- Don't waffle. Keep your answers succinct. Edit them for unnecessary words.
- Include key verbs relating to the job like organised, supervised, and liaised.
- Your final check should always be to read it through in every detail.

WAYS OF WORKING

We aspire to be:

<p>MEMBER FOCUSED</p>	<p>PROFESSIONAL</p>
<p>Our current priorities are:</p> <ul style="list-style-type: none"> • Understanding our members' changing world • Valuing and encouraging our members' contribution, and empowering them to help themselves • Improving the member experience 	<p>Our current priorities are:</p> <ul style="list-style-type: none"> • Managing our relationships, internal and external, in a manner that builds trust and enhances our reputation • Understanding and using our RM system to the full • Constantly striving to be an excellent organisation, efficient and business like
<p>EMPOWERED</p>	<p>ONE TEAM, WORKING TOGETHER</p>
<p>Our current priorities are:</p> <ul style="list-style-type: none"> • Taking personal responsibility and using our initiative • Innovating and trying new ways of working 	<p>Our current priorities are:</p> <ul style="list-style-type: none"> • Representing the whole organisation, working together to join things up for members • Sharing information and learning

MEMBER FOCUSED

Everyone

Understanding our members' world

- 1) Demonstrates an active interest in the physiotherapy profession and the changes affecting our members' workplaces and career prospects, eg. talks about what they have read, heard on the news, events attended
- 2) Demonstrates an understanding of the needs of all of our members, including those working for independent providers and in the devolved administrations
- 3) Considers the needs of the membership as a whole, not just individual members
- 4) Uses the system to capture what's happening to members, and spots trends

Empowering members

- 5) Helps members to help themselves, rather than does everything for them
- 6) Actively reviews the individual member's record to understand their likely interests and potential value to the Society; supports them to identify opportunities
- 7) Uses their judgement to encourage a wider contribution from individual members, eg. suggesting they become a steward, asking "have you heard about ..."
- 8) Explains the reasoning for answers/decisions so that people will understand why, and records information on the system that will help the wider membership

Improving the member experience

- 9) Understands that individuals may have a range of issues and takes responsibility for ensuring a coordinated response on behalf of CSP; follows up to ensure that the issue has been addressed
- 10) Gives the individual undivided attention, asks probing questions, helps the person to articulate the outcome they need, and listens carefully, 'reading between the lines' to really understand and unpick issues
- 11) Shows empathy and strikes the right note to generate confidence and reassurance. Says things like "you've done the right thing to ring", "I understand your problem"

Managers, supervisors, Team Leaders and Leadership Team

Understanding our members' world

- 12) Regularly shares information and promotes discussion at team meetings and 1:1s to enhance team members' understanding of the physiotherapy profession and the challenges facing members

Empowering members

- 13) Ensures that team members are clear about the CSP ethos of helping CSP members to grow, develop and speak for themselves
- 14) Checks with staff that they are using every contact with members to encourage a wider contribution

Improving the member experience

- 15) Checks for themselves how members are experiencing the service
- 16) Uses complaints and compliments to improve the whole service

Team Leaders and Leadership Team

Understanding our members' world

- 17) Ensures that the RM system is being used to systematically capture rich information about the membership, and uses this to influence priorities

Empowering members

- 18) Communicate what the Society values in its members

19) Creates opportunities to share positive stories about the contribution of members

Improving the member experience

20) Celebrates compliments and recognises excellence in 'customer care'

Indicators for development

21) Being complacent

22) Blaming members for 'doing it wrong'

23) Having a set script and having to start at the beginning

24) Annoying members by keep contacting them

25) Sending members too much stuff

PROFESSIONAL

Everyone

Managing relationships

- 1) Sees themselves as an ambassador for the CSP and makes the most of every contact to portray a positive image of the Society
- 2) Thinks ahead before making contact and checks to see who else may have been in touch with a member/ stakeholder
- 3) Thinks ahead about the agenda for the contact, comes across in a professional manner, sounds informed

Using the RM system to the full

- 4) Makes a conscious effort to become familiar with the RM system and fully comply with the standards for its use
- 5) Takes personal responsibility for ensuring that data is complete and up to date and that there is a complete story for every member and stakeholder
- 6) Uses data/ intelligence from the system as objective evidence to influence/ inform decisions
- 7) Checks if data is already there before creating another survey
- 8) Uses judgment when recording sensitive information; knows when to check with colleagues first before sharing with wider audience
- 9) Picks up things that are wrong and corrects data

Striving for excellence, efficient and business like

- 10) Constantly strives to do a good job, and delivers what they say they will, when they say they will do it
- 11) Adapts the way they work to bring more consistency across the organisation and find better ways of doing things
- 12) Thinks ahead – hands over to a colleague if not going to be there; gives colleagues a 'heads up' and forewarns of issues
- 13) Recognises the importance of confidentiality and is careful about what is left on the desk/ screen

Managers, supervisors, Team Leaders and Leadership Team

Managing relationships

- 14) Demonstrates understanding and buy in to the CSP's approach to managing relationships and frequently communicates this to staff
- 15) Conscious of the impact of their own conduct as a role model for managing relationships
- 16) Includes RM objectives in next year's appraisal

Using the RM system to the full

- 17) Routinely reminds staff of the importance of data quality and data protection and offers support and guidance
- 18) Regularly reviews procedures and ensures that data is complete and accurate
- 19) Uses feedback to capture intelligence on demand, in order to improve the service

Striving for excellence, efficient and business like

- 20) Ensures that the right people are available at the right time and that the service doesn't stop when someone is away
- 21) Ensures that confidential data is handled in line with CSP policy

Team Leaders and Leadership Team

Managing relationships

- 22)** Consciously conducts relationships in a way that protects and enhances the reputation of CSP as an organisation that can be trusted
- 23)** Sees it as part of their leadership role to manage and give priority to the RM activity of staff

Using the RM system to the full

- 24)** Systematically uses RM data and intelligence to shape services and target resources
- 25)** Sets the tone for the rest of organisation by creating the expectation that staff will use the Relationship Management system and develop their RM skills
- 26)** Creates opportunities to promote the use of the RM system

Striving for excellence, efficient and business like

- 27)** Communicates an overarching ambition for excellence and challenges poor or mediocre service/ performance
- 28)** Maintains a strategic focus, concentrating on outcomes that will deliver the CSP mission and objectives
- 29)** Speaks confidently about the CSP mission and objectives to enable staff to understand their personal contribution
- 30)** Invests time in getting input from staff into business/ corporate plans
- 31)** Takes action to drive up standards and consistency across the organisation
- 32)** Publicly acknowledges excellent performance

Indicators for development

- 33)** Keeps separate files and spreadsheets/ Does not challenge this
- 34)** Not bothering to use the RM system
- 35)** Collecting same data twice or in a different way
- 36)** 'Preciousness' over contacts

EMPOWERED

Everyone

Taking personal responsibility

- 1) Shows confidence in using own judgement; assumes a default position of permission to act within their remit, and takes responsibility for seeing things through
- 2) Shows enthusiasm for doing things better; is proactive rather than passive eg. spots opportunities for improvements and takes action without being asked
- 3) Thinks 'what am I bringing, beyond my immediate role?'; volunteers to participate in projects and groups and support colleagues
- 4) Uses their initiative to solve problems and get the right outcome for members

Innovation

- 5) Uses their imagination and thinks 'outside the box' to come up with creative ideas and solutions
- 6) Brings in examples of good practice and innovation from outside or from other parts of the CSP
- 7) Supports others to implement new ideas

Managers, supervisors, Team Leaders and Leadership Team

Taking personal responsibility

- 8) Acts as a role model by demonstrating confidence, enthusiasm and openness to change
- 9) Delegates effectively, supporting and coaching staff to build their confidence, use their initiative, and contribute to their full potential
- 10) Challenges apathy or complacency

Innovation

- 11) Creates a stimulating and safe environment for staff to use their imagination and experiment with new ideas
- 12) Encourages people to think laterally and challenge accepted procedures
- 13) Celebrates success and gives staff credit for their ideas
- 14) Supports staff through new or changed ways of working

Team Leaders and Leadership Team

Taking personal responsibility

- 15) Learns from mistakes, reflects on personal development and talks publicly about this to help create a no blame culture

Innovation

- 16) Creates an air of aspiration across CSP by spotting and describing possibilities to enhance the service and influence as the "Voice of Physiotherapy"
- 17) Sets the tone for the rest of the organisation by creating space for innovative thinking, reflection and learning; challenges fundamental assumptions about what and how services are delivered
- 18) Comfortable with ambiguity and able to help others cope with uncertainty and change
- 19) Cuts through organisational barriers and removes obstacles in order to help staff in their efforts to improve the service
- 20) Publicly celebrates success

Indicators for development

- 21) Rejects things out of hand, without being prepared to listen
- 22) Allows personal or own directorate's agenda to get in the way of achieving the best outcomes for the wider membership
- 23) Blames others when things go wrong

ONE TEAM, WORKING TOGETHER

Everyone

Representing the whole organisation and joining things up for members

- 1) Sees themselves as a representative of the CSP
- 2) Takes an active interest in how the whole organisation works; knows who does what across CSP
- 3) Understands what information is necessary/valuable to others and records this on the system
- 4) Recognises that member and stakeholder details belong to the CSP, not individuals or teams
- 5) Publicly supports other teams to generate a corporate team spirit

Sharing information and learning

- 6) Shows transparency and openness in sharing information and learning; is proactive, says things like "you might be interested in this"
- 7) Routinely sends round a briefing note to those with an interest; uses judgement to decide when it is appropriate
- 8) Accepting of difference; values and uses different backgrounds to bounce ideas off each other
- 9) Networks with people from other teams to share information and spot opportunities to join things up for members
- 10) Works collaboratively, consulting and involving others to get best outcomes for members; offers advice and support to colleagues

Managers, supervisors, Team Leaders and Leadership Team

Representing the whole organisation and joining things up for members

- 11) Acts as an ambassador for the CSP at external meetings/ events; thinks about what they can bring back for colleagues to enhance relationship management
- 12) Speaks convincingly about the importance of Relationship Management to the CSP
- 13) Actively contributes to cross directorate teams and projects and talks about this in own team
- 14) Encourages and motivates own team to work with colleagues from other units; invites staff from other units to contribute and work on joint projects

Sharing information and learning

- 15) Reflects on own learning and shares this to encourage others to do the same
- 16) Spots and creates opportunities for staff to learn more about the whole organisation

Team Leaders and Leadership Team

Representing the whole organisation and joining things up for members

- 17) Speaks positively about the CSP's vision for Relationship Management to provide a clear strategic focus for staff action
- 18) Works to create common agendas where all parties can see the benefits of collaboration for enhancing Relationship Management
- 19) Actively promotes corporate team spirit

Sharing information and learning

- 20) Acts as role model by routinely sharing information and learning, and challenges secrecy

Indicators for development

- 21) Batting queries backwards and forwards
- 22) Secrecy