

JOB DESCRIPTION

JOB TITLE:	Regional Policy & Operations Manager
ACCOUNTABLE TO:	Regional Secretary, London Region
ACCOUNTABLE FOR:	Regional Research, Training & Development Budgets
PLACE OF WORK:	London Regional Office
GRADE:	8
HOURS OF WORK:	Unspecified

1. MAIN RESPONSIBILITIES & DUTIES

This is a senior post at London Regional Office within the Regional Secretary's Department to manage and support Regional functions and responsibilities.

The postholder

- Will take a lead role in supporting the Regional Secretary in the Governance of the Region within GMB Rules working in close contact with the Regional Secretary's Office, PA, the Regional Management Team, Senior regional officials and other key members of Regional Staff and Departments.
- Provides operational and strategic support to the Regional Secretary and assists in the strategic direction of Regional functions and procedures.
- Advises on issues, processes and procedures to ensure the smooth running of the functions of the Regional Department whilst maintaining high standards. Drafting high level written material and supporting the Regional Secretary at meetings and committees will be an important part of the role.
- Contributes as a member of the Regional Management Team to the general running and overall strategic direction of the Region
- Works closely with and deputises for the PA to the Regional Secretary to ensure the smooth running of the Region and the Regional Secretary's Department.
- Sole responsibility for the Regional Research information systems and all relevant budgets attached to the Research functions.
- Is required to undertake special projects or duties as directed by the Regional Secretary or Regional Council/ Committee and progress all decisions. Therefore, a high degree of personal discretion, confidentiality, integrity and awareness of sensitive issues is required.

This post services a number of internal regional GMB bodies and provides support for the Regional Secretary and Regional Officials.

All aspects of the job require the ability to regularly work under the constant pressure of a number of conflicting defined deadlines and demands of a confidential and sensitive nature whilst being able to cope with unanticipated requests, deadlines and fast developing situations in a professional and timely manner.

In order to carry out the main functions of the job, sustained mental concentration may be required when drafting reports, documentation or attending meetings.

Due to close working with the Regional Secretary and the Regional Management Team and Committees, the job responsibilities require frequent unspecified and out of hours working (including evenings and weekend) in terms of managing the workload to meet constant tight deadlines and conflicting demands and attendance at meetings and conferences or designated visits with agreement of the Regional Secretary.

2. SPECIFIC TASKS AND DUTIES

2.1 Research & Policy Matters

Regional Secretary & Senior Officers

- a) Work with the Regional Secretary and his office on responding to personal and sensitive correspondence, queries and enquiries from Regional CEC members, GMB members, activists and branches on behalf of the Regional Secretary. These responses can be on procedural or representational matters or to give information or advice to a GMB member or GMB Branch in a timely and professional manner and ensuring the appropriate level of advice or guidance is provided.
- b) Produce policy and strategy briefings for the Regional Secretary or Regional Management Team as requested including regular regular recruitment analysis for performance monitoring.
- c) Provide policy and/or technical advice and guidance to the Regional Secretary and Senior Regional officials. Prepare briefings, reports, bulletins or speeches to ensure a strategic approach to the Regional industrial and public profile
- d) Guide and support of the union's internal democracy, assist in drafting motions and carry out speech-writing for conferences or events and act as a point of contact and engagement for members and relevant external unions, organisations and individuals
- e) Assist and advise on the implementation of union policies in our workplaces, lay committee and official structures, helping to grow a more balanced, diverse and informed membership
- f) Continually assess policy changes and developments that impact the Region. Advise and support the Regional Secretary on policy matters and maintain a working knowledge of policy changes proposed by government and employers in the field of industrial relations.
- g) Work with the Regional Secretary to ensure that GMB national policies are developed, monitored and implemented in accordance with the policies and values of the Union as determined by the Central Executive Council and annual Congress.
- h) Work with the Regional Secretary to ensure that all Congress Decisions referred to the Region are actioned, progressed and reported to National Office. This could involve working with, GMB Branches other GMB Regions or activists.

- i) Work with the Regional Secretary, Press & Media Officer and Regional Staff and Officers to draft regional press releases, social media posts, campaign materials and newsletters.
- j) Work with departmental colleagues to ensure trade union policy is accurately and effectively communicated and presented via our internal and public communications platforms, including website and social media.
- k) Prepare guidance or bulletins to inform and support staff, Regional members and activists on policy issues, changes in information technology or GDPR matters
- l) Represent the Region on Regional policy matters and formulating joint policy positions and work with other Regional organisations, think tanks and stakeholders at a senior policy level. This includes actively participating in policy forums and committees to ensure GMB national and regional policy is communicated and adhered to.
- m) Communicate Union policy to members, officers, and external stakeholders and produce Union responses to government and stakeholder consultations that affect the interests of GMB London Region members.
- n) Use personal discretion, awareness of sensitive issues and confidentiality to communicate decisions of the Regional Secretary to appropriate senior colleagues and regional CEC members and undertake special projects for Regional Secretary covering sensitive and confidential matters relating to GMB members.
- o) Carry out research and intelligence for the production of materials and communications for Regional Committees, staff, members and activists
- p) Administration, monitoring and co-ordination of key surveys, campaigns and projects to assist Departments, the Regional Secretary and the Regional Management Team.
- q) Handle membership, media and public enquiries as required

Regional Staff and Members

- a) Work with Senior Regional officials to identify and monitor concerns, interests and needs of GMB members, activists and branches in order to contribute to recruitment or campaign activities.
- b) Undertake research to drive Regional campaigns across the London Region and contribute to projects designed to raise the profile of the Union in its priority recruitment targets
- c) Contribute to Regional materials in co-operation with colleagues where appropriate in support of GMB organisation and produce articles and briefings for internal and external publications as required
- d) Provide support and assistance to Regional Officers, Representatives and members for representation and collective bargaining on matters determined by the Regional Secretary within the overall strategic regional plans. This includes disseminating relevant information by preparing guidance, briefing notes, speech notes and other publications in an accessible style and format, directed in particular to supporting the Union's and Region's campaigns, recruitment and organisation of GMB members.
- e) Advise and assist Branches, activists and regional groups and forums on matters relating to information technology, research and Union policy, bargaining and organisation information to assist with campaigns, recruitment and retention.

- f) Work with Regional Officers to respond to consultations from government bodies if relevant to regional membership and work with National Policy Teams as directed.
- g) Act as a contact for policy enquiries from CEC Regional members, Regional Staff, Branches and activists
- h) Support and give advice and information to GMB Officers including responding directly to members, lay representatives branches and activists on enquiries and requests for assistance by telephone, email and post.
- i) Direct responsibility for specific policy areas as agreed with the Regional Secretary which can cut across a number of disciplines and sectional responsibilities.

2.2 Central Executive Council

- a) Prepare papers for the Regional Secretary as directed by Central Executive Council sub Committees or CEC Appeals Committees following discussion with the Regional Secretary.
- b) Provide briefings for Regional Secretary attending CEC and Working Group Meetings and assist with preparation for discussions on appropriate matters or papers submitted on behalf of the Region
- c) Advise and support Regional CEC members on research and policy matters.
- d) Report to Regional Committee/ Council in relation to Regional policy or strategy and identify and carry out action on CEC decisions that have been referred to the Region as agreed by the Regional Secretary.

2.3. Regional Council/Committee/ Management Team

- a) Provide full meeting administrative support and Secretariat duties for the arrangements and organisation for Regional Council/ Committee/ Management Team meetings including arranging any equipment or liaising with external speakers in conjunction with the Regional Secretary's PA. Take accurate notes of the meeting and record decisions.
- b) Assist in drafting of the agenda for Regional Secretary approval and prepare papers for discussion and distribution.
- c) As a member of the Regional Management Team, attend meetings to support the Regional Secretary and Chair, prepare papers, and speak to appropriate matters
- d) Work with the Regional Secretary to ensure that decisions from these meetings are progressed according to agreed deadlines and timescales
- e) Create and maintain an accurate database of all Regional Council members and assist in elections and preparing documents to assist Regional Council members to fulfil and understand their roles and responsibilities.
- f) Work with Regional Secretary's PA to liaise with Senior Officers and Departments to collate and produce reports and documents for Regional Council and Regional Committee Meetings.

2.4 GMB Congress

Co-ordinate arrangements and organisation of the London Region's preparations and presence at the GMB's Annual Congress:

- a) Support and advise the Regional Secretary and Regional Staff in all Congress preparations
- b) Lead on working with National Office to ensure that all Regional paperwork and documentation is submitted in accordance with the agreed Congress timescale.
- c) Lead co-ordination of policy work for GMB Congress that impacts on the Regional Office including receiving and submitting motions to Congress and advising and guiding branches on Union policy matters
- d) Develop, update and issue guidance and information for Regional Officials and delegates as appropriate.
- e) Co-ordinate information received from National Office on progress on carried motions
- f) Lead and co-ordinate the production of the Regional entry in the General Secretary's Report
- g) Train regional delegates and staff on Congress procedures and processes to ensure a full understanding of their roles and responsibilities.
- h) Work with the Regional Secretary and Senior Officers to co-ordinate and contribute to the General Secretary's Report in line with Congress timetable deadlines.
- i) Work with the Regional Secretary's Office in the proof reading, preparation and co-ordination of all Congress documents submitted to National Office.
- j) Work with the Regional Secretary's Office in producing documentation to report on decisions of regional delegation meetings.
- k) Work with the Regional Secretary's Office to set up office facilities and equipment for Regional staff at Congress
- l) Assist in the drafting of speeches for Regional CEC members or delegates as required. Edit and policy check all submissions. Provide appropriate guidance, assistance and information to Congress delegates as required.
- m) Advise and work with the Regional Secretary and the Standing Order Committee in the drafting of regional Emergency Composite Motions, advising on existing GMB policy and advising on policy matters in relation to Emergency Motions.

Attend Congress with specific responsibility for:

- Assist the Regional President and Regional Secretary to lead and manage the regional delegation including delegation meetings and producing documents to assist and inform the delegation whilst at Congress
- Setting up of the Regional Congress Office and co-ordination of Regional events
- Provide policy advice to the Regional President & Regional Secretary and Standing Orders Committee on Emergency motions or fringe meetings.
- Work closely with the Regional Secretary and the Regional Secretary's PA to ensure the smooth running of Congress business with relation to the Region.
- Any and all general Congress duties as required

Following Congress:

FINAL

- Using knowledge of GMB regional and national structures, policies and procedures, respond to any matters referred to the Region on Congress Decisions

2.5 TUC Congress/ Labour Party Conference/ Other Conferences

Assist the Regional Secretary on matters relating to improving the London Regional profile working within the demands of the defined Conference deadlines and timescales:

- a) Work with the Regional Secretary, Senior Officers and delegates to maximise the Regional profile.
- b) Provide policy advice to the Regional Secretary, Senior Officers and Regional delegates on Conference reports and Papers
- c) Work with National Office team on areas where regional delegates can make interventions and speak. Draft speeches, questions and notes as required in line with GMB policy.

2.6 Special Projects

The post requires the ability to deal with problems and projects at the post holders own discretion with minimal contact with the Regional Secretary and Senior Officers.

- a) Re-prioritise duties in order to undertake any Special Project or tasks directed by the Regional Secretary.
- b) Undertake special projects and duties as directed by the Regional Secretary, Regional Council/ Committee or the Regional Management Team. This may require the production of presentations, briefings, statistics, profiles or research intelligence to be used by the Regional Secretary at internal or external meetings. The task could also involve forming or advising project teams.

2.7 Information Systems

- a) Design, develop and maintain databases, computer systems, tools and reporting systems to assist the Regional Secretary and Regional Staff to maximise data control, report on regional performance and carry out their job roles more efficiently and accurately.
- b) Responsible for advice, guidance and support for information management systems to be used at Regional Office and activists.
- c) Monitor and review appropriate information systems or resources which can be used by Regional Staff for effective working.
- d) Responsible for identifying the most appropriate information and management systems and procedures to assist regional officers and GMB members in all aspects of collective bargaining, recruitment initiatives and representation.
- e) Create effective systems for providing information and advice services to Regional Staff, branches, activists and members at regional and local level.
- f) Responsible for providing statistical reports using appropriate information systems to assist the Regional Secretary, Regional Committee/ Council and Regional Management Team.
- g) Continually assess how advances in technology can be used to aid recruitment,

retention, and industrial goals.

2.8 Training

The postholder will take strategic responsibility for the oversight, coordination and quality assurance of training and development activity across the London Region, covering senior postholders and branches.

This remit is deliberately broad and future-focused, aimed at building sustainable organisational capability and strengthening branch effectiveness.

Key responsibilities include:

- a) Provide strategic leadership and oversight of all regional training and development provision relating to branches, ensuring alignment with GMB priorities, regional objectives and national frameworks.
- b) Oversee training programmes for branch officers, ensuring consistency of standards, relevance of content and effective evaluation of impact.
- c) Support the development and implementation of Branch Development Plans, working with branches, senior officials and relevant departments to identify development needs, capability gaps and targeted interventions.
- d) Ensure induction, refresher and progression pathways are in place for new and existing branch officers and senior postholders, supporting continuity, succession planning and organisational resilience.
- e) Work with the Regional Education Officer and necessary specialists to commission, design or adapt training materials and programmes to meet regional needs.
- f) Monitor participation, outcomes and effectiveness of training activity, using data and feedback to drive continuous improvement.
- g) Support the Regional Secretary and senior officials in identifying future leadership and skills requirements across the Region and embedding development planning into wider strategic priorities.
- h) Ensure training activity reflects GMB values, equality commitments and good practice in adult learning and development.
- i) Develop training courses and training materials on policy or technical issues and coordinate and deliver training courses as required by GMB Regional Staff or Senior officials.
- j) Carry out induction training of new staff and mentor staff to understand Union policy, structures, strategies, processes and use of technology in relation to the Region and Union.

2.9 Data Protection

- a) Work with the Regional Legal Officer, NAU and Regional Secretary's PA in advising and responding to the compilation of information for data protection enquiries and breaches.
- b) Produce guidance materials for Regional Staff on changes in legislation or revised procedures to be used in relation to conforming to data protection legislation and Statutory deadlines.

3 ADDITIONAL DUTIES

FINAL

- a) Carry out other duties as determined by the Regional Secretary or senior Regional officials within the grade and responsibilities.
- b) Provide advice to or progress queries from GMB representatives or GMB members or other organisations on specific policy matters or other personal or representational matters as required.
- c) Be a member of or contribute to internal working parties and committees and act as secretariat if required.
- d) Act as GMB representative of London Region at external meetings in a senior policy capacity.

4. BUDGET

- a) To prepare and maintain an annual budget for Research, Training and Development of £100,000 annually and be an authorised signatory for expenditure.
- b) Manage the Regional research budget, ensuring value for money and maximum impact
- c) Ensure the delivery of equipment and services within budget.

5. Regional HR Oversight

The postholder will provide strategic HR oversight across the London Region, working in close partnership with the Regional Secretary, Regional Secretary's PA, National HR colleagues and senior regional officials. This is not a transactional HR role, but a senior oversight and assurance function, ensuring regional people practices are aligned to organisational priorities, compliant with UK employment law, and underpinned by robust data and engagement insight.

Key responsibilities include:

- a) Provide strategic oversight of regional HR data management, ensuring the accuracy, integrity and effective use of workforce data to support evidence-based decision-making, workforce planning and organisational reporting.
- b) Analyse workforce trends (including absence, turnover, diversity, skills gaps and engagement indicators) and provide regular insight and recommendations to the Regional Secretary and Regional Management Team.
- c) Support the Regional Secretary in ensuring consistent application of HR policies, procedures and good practice across the Region, working within national frameworks and Acas-aligned principles.
- d) Act as a senior regional interface with National HR functions on people-related matters, ensuring regional needs, risks and priorities are effectively represented.
- e) Provide strategic oversight of employee engagement activity, including staff surveys, feedback mechanisms and consultation processes, ensuring findings are translated into tangible actions and improvements.
- f) Support the development of a positive, inclusive and high-performing regional culture aligned with GMB values, equality objectives and employment law obligations.
- g) Provide oversight and assurance on people-related risks, including capacity, capability and succession issues, escalating concerns to the Regional Secretary where appropriate.

- h) Ensure appropriate governance and data protection controls are applied to HR data and people-related information, working closely with the Regional Secretary's PA, Legal Officer and National Administration Unit as required.

7. Equality

The postholder will provide strategic oversight and leadership in promoting equality, inclusion and participation across the London Region, with particular responsibility for strengthening and supporting lay activist equality structures and self-organised groups in line with GMB values and statutory obligations.

Key responsibilities include:

- a) Work with the Regional Secretary, senior regional officials and relevant committees to embed equality considerations into regional governance, policy development, decision-making and operational practice, ensuring equality is treated as a core organisational priority rather than an adjunct activity.
- b) Provide strategic oversight of the Region's lay activist equality structures, including self-organised groups and equality forums, ensuring they are appropriately supported, engaged and aligned with regional and national priorities.
- c) Support the development, progression and retention of activists from across all equality strands, with a particular focus on under-represented groups, through targeted development activity, capacity-building initiatives and inclusive organising approaches.
- d) Advise on and support the design and delivery of organising initiatives aimed at increasing participation, representation and leadership from under-represented groups within the Region's democratic and activist structures.
- e) Act as a senior adviser to the Regional Secretary on equality-related risk, compliance and assurance, including advising on actions required to meet the Region's legal responsibilities under equality legislation and related good practice.
- f) Work collaboratively with National Office, Regional Officers and lay representatives to ensure consistent application of equality policy, sharing best practice and addressing structural barriers to participation and progression.
- g) Monitor and review the effectiveness of equality structures and initiatives, using data, feedback and engagement insight to inform continuous improvement and strategic decision-making.

8. PERSON SPECIFICATION

SKILLS / KNOWLEDGE / EXPERIENCE / QUALIFICATIONS / TRAINING

Personal Skills:

- Ability to make decisions and take responsibility while also delegating tasks to team members as needed.
- Ability to work flexibly across departments and disciplines both within London Region and across the Union

- Ability to exercise a high degree of personal responsibility in all areas of work which involve working within and representing the union at a senior level.
- Good interpersonal skills, including the ability to develop and maintain productive working relationships with a wide range of people and organisations and having empathy and understanding in order to provide a support service to GMB London Region and National members.
- The ability to deal tactfully and effectively with staff at all levels both within GMB and in external organisations
- The post holder will work as part of a team, on own initiative or lead individuals to work in a fast-paced and frequently high-pressure environment, both to a specific work plan and frequent on-demand, conflicting ad-hoc requests.
- The confidence to express professional advice to senior colleagues and the Regional Secretary.
- Good time management skills, with experience of diary management. The ability to work flexibly, plan and manage one's own time and several projects at once, and deliver these to schedule
- Strong leadership and communications skills.
- Ability to think and act quickly when responding to current events and announcements.
- Complete discretion as well as resilience, tenacity, flexibility and the ability to understand what information is sensitive and judge whether or not it should be communicated.
- Excellent problem-solving skills and the ability to understand and interpret highly complex material and produce easy to understand clear and precise written information and briefings. (keen eye for detail but able to understand the fuller picture)
- The ability to convey specialist or technical knowledge to a range of audiences through excellent written and verbal communication and presentation skills
- Ability to write clearly and concisely in a form accessible to officers and lay representatives.
- Accuracy and close attention to detail and ability to maintain a high standard of work while working under pressure and meeting deadlines is essential. All documents need to be legal, accurate and maintain a professional image for the Union.
- Ability to take a project from inception to delivery, using all available research methodologies and pathways and engaging key stakeholders in the process
- Ability to think and act quickly when responding to current events and announcements. Experience working in research and policy roles is essential.
- Will be flexible and prepared to work unsociable hours and weekends to meet the demands of the union on request, including representing GMB union at conferences, events and meetings.

Technical Skills:

- Ability and willingness to embrace all forms of new technology and digital media and implement changes is essential.
- Expert understanding of digital communications and social media

- All documents produced for and on behalf of the Regional Secretary or the Regional Secretary's Office should convey and maintain the professional image of the Union both in content and accuracy of detail.
- High level of accuracy and attention to detail is essential and experience of analysing large volumes of information.
- Postholder should be proficient at analysis and manipulation of data using spreadsheet and other applications and readiness to use and develop databases.
- Advanced working knowledge in the use and application of information technology, systems and software and its application for Regional Office and staff
- Familiarity with the use of IT applications and databases for research and organisational purposes
- Advanced keyboard and IT skills are essential both requiring accuracy and speed at all times and especially when producing documents ~~produced~~ under pressure and to ~~at~~ tight deadlines.

Knowledge/Experience

- Experience of managing or supervising others is highly desirable.
- Experience of budgetary management is essential.
- Strong knowledge of campaign and communications packages and technology
- Working knowledge of the relevant laws covering data protection, privacy and media to protect the Union for legal action.
- Strong knowledge of the interplay between research/policy and press and campaigns.
- Experience of giving practical advice to the Unions officers, lay representatives and other external sources.
- In depth understanding of the organisation of the GMB, its aims, policies, structures, functions and procedures.
- In depth specialist knowledge of issues affecting designated industrial and policy areas including implications of both UK and European legislation.
- Knowledge of policies, practices and procedures across the wider trade union movement is required in relation across a number of disciplines.
- Knowledge of the Union's policies and procedures in other areas (e.g. employment rights, equality)
- Background and experience in trade unionism is preferable but the post holder must have an understanding of and empathy with the underpinning values of the labour movement, trade union structures and of GMB.
- Extensive Knowledge of TUC and other trade union and affiliated organisation structure, aims and policies
- Experience of working in partnership with campaign groups and other bodies
- In depth knowledge of Project management techniques and providing project support