

Job Description

Job Title	Head of Delivery
Grade	9
Accountable to	General Secretary
Place of Work	National Office
Hours of Work	Unspecified

Role Purpose

The Head of Delivery to the General Secretary is a senior strategic and operational role at GMB, responsible for supporting delivery of the union's priorities and ensuring the effective functioning of the General Secretary's office.

Acting as a trusted support and adviser, the postholder will provide strategic oversight and coordinate the delivery of priorities agreed by the General Secretary, Senior Management Team and the union's democratic structures. Working across the organisation, the role will ensure that strategic objectives are translated into effective delivery, with key projects and initiatives delivered in a coordinated manner, on time and on budget.

The role also has oversight and management of operations within National Office, including line management responsibility.

Key Responsibilities

Strategic Support & Delivery

- Support the General Secretary in setting and implementing strategic priorities and policies across GMB
- Ensure effective communication of the General Secretaries priorities (both industrial and political).
- Lead and coordinate delivery of GMB's strategic priorities, including those agreed by the Senior Management Team and through the union's democratic structures and governance processes, working under the direction of the General Secretary to ensure organisational alignment, accountability and effective implementation
- Oversee the translation of the General Secretary's strategic priorities into coherent organisational plans and delivery frameworks

- Ensure that projects are delivered in a coherent way and within agreed budget parameters, providing effective oversight of significant organisational resources and helping to mitigate associated organisational, financial and reputational risks
- Provide and coordinate high-quality advice, briefings, and analysis to inform decision-making
- Monitor progress against key objectives and ensure follow-up on decisions and actions
- Coordinate cross-departmental join-up in line with the General Secretary's priorities
- Lead cross-union General Secretary projects and initiatives
- Identify organisational challenges and drive practical solutions

General Secretary's Office Leadership

- Oversee the effective running of the General Secretary's office, ensuring priorities are managed efficiently and professionally
- Manage and coordinate the workflow and objectives of staff within the GS office. This will include direct line management and oversight responsibilities of a small team.
- Maintain the highest levels of confidentiality, integrity, and professionalism
- Ensure effective systems for correspondence, decision tracking, and internal coordination
- Management responsibilities as required in National Office including authorising National Office expenditure such as facilities and union-wide training programmes.

Executive Support, Governance & Decision-Making

- Exercise delegated authority from the General Secretary in relation to operational, organisational and strategic matters.
- Coordinate agendas, papers, and reporting requirements for key meetings and governance processes

- Prepare briefings, speeches, reports, and communications for the General Secretary
- Ensure actions arising from meetings are tracked and delivered

Political & Stakeholder Engagement

- Develop and maintain strong relationships with internal leadership, elected representatives, and external stakeholders including GMB President and Vice President
- Liaise with government officials, Labour Party representatives, and the wider trade union movement on behalf of the General Secretary
- Ensure the General Secretary is fully briefed and prepared for all engagements, including liaising with the GMB political teams.
- Support external positioning in partnership with communications and policy teams

Diary and Events

- Support the General Secretary in overseeing Congress preparation, including speeches, briefings, and organisational arrangements
- Coordinate the General Secretary's participation in:
 - Trade Union Congress (TUC)
 - Labour Party Conference
- Ensure all logistics, documentation, and briefings are in place for major events
- Support delegations and manage operational requirements during conferences

Operational Coordination & Organisational Support

- Coordinate internal communication across departments and regions in line with GS priorities
- Oversee budget management within the General Secretary's office

- Manage expenses, financial approvals, and resource allocation in line with union policy
- Oversee recruitment and development within the GS office

Member & Organisational Engagement

- Oversee the response to member enquiries and complaints where escalated to the General Secretary's office
- More broadly manage the General Secretary's member engagement and relations

Person Specification

Essential Experience & Skills

- Experience in a senior advisory, leadership, or project management/delivery-type role
- In-depth knowledge of GMB rulebook; democracy; policies and procedures; and operations, including staff
- Strong understanding of the trade union movement, industrial relations, and political context
- Experience supporting senior leaders in a complex, member-led organisation
- Excellent organisational skills with the ability to manage competing priorities
- Strong analytical capability and ability to synthesise complex information
- Exceptional written communication, including briefings and speechwriting
- Experience managing teams, budgets, and organisational processes
- An ability to work autonomously and make consequential decisions

Personal Attributes

- Absolute discretion, integrity, and sound political judgment
- Strong commitment to trade union values and social justice
- Confident in advising and constructively challenging senior leaders

- Resilient, adaptable, and able to operate in high-pressure environments
- Highly collaborative, with strong relationship-building skills
- Able to effectively communicate, in writing and in person, with a wide range of stakeholders
- Proactive and solutions-focused
- Ability to understand and maintain multiple projects at once including political, people and policy

Reporting & Relationships

- Reports directly to the General Secretary
- Works closely with:
 - Senior Management Team
 - National Office Teams
 - Regions
 - Senior Lay Activists
 - External political and industrial stakeholders

Additional Requirements

- Flexibility to work outside normal hours, particularly during campaigns, disputes, and major conferences
- Regular travel required, including attendance at Congress, TUC, Labour Party Conference, as well as accompanying the General Secretary on other visits where required.