A rare opportunity has opened for a **Systems Coordinator** to join the Operations Team as the IWGB.

You will manage, maintain and support the Central Union's digital systems, including its membership and organising database, connected payment platforms, website and communication systems. You will also provide practical IT support and training to staff, officials and branches, helping them use systems effectively, securely and accessibly.

This is an exciting opportunity for someone with great digital skills and an understanding of collective organising to join our growing union.

Who we are

The Independent Workers' Union of Great Britain (IWGB) is a bold and dynamic union which consists of mainly low paid, migrant and/or precarious workers, such as outsourced cleaners and security guards, workers in the so-called "gig economy", such as cycling instructors and Uber drivers, and foster care workers.

The role

The role is **permanent for 28 hours per week** and these can be worked flexibly Mon-Fri. This role can be remote, based in our office in Bethnal Green (London) or hybrid, etc). If remote, there is an expectation of occasional travel to our office in London, We are open to discussing a mutually beneficial working pattern with the right candidate.

Duties will include:

Database & integrated systems:

- Act as the Union's technical lead for its membership and organising platform, Solidarity Tech, and its integrations with Stripe, Xero and other agreed systems.
- Maintain and develop system structures, configurations and processes in collaboration with other departments to support reliable operation and data integrity.

- Maintain accurate and secure membership records, ensuring automated data update systems are monitored and undertaking manual data updates where required.
- Monitor payment integrations and automated workflows, identify failed transfers or errors, and resolve or escalate problems.
- Troubleshoot technical issues affecting subscriptions and payment integrations, working with finance colleagues. Reconciliation and accounting decisions remain with the relevant role holders.
- Work in collaboration with the Organising department, following agreed processes to identify, strengthen and develop organising functionality within Solidarity Tech.
- Identify and share new functionality added by Solidarity Tech with staff
- Maintain the website's technical operation, configuration, access and functionality, liaising with the Press and Communications department and content providers or external technical support where required.
- Maintain an up-to-date record of the Union's key systems and integrations, identifying which the postholder administers directly and which require supplier or specialist support.

IT and communications support:

- Administer Google Workspace, including email accounts, shared drives, groups and account access for staff, elected officials, committees and volunteers.
- Set up, manage and maintain telephone systems.
- Set up, manage and maintain agreed technical workflows for casework and membership support, working with the teams responsible for those services.
- Provide day-to-day technical support through an agreed support request process, prioritising urgent problems and keeping users informed.
- Provide technical setup and support for events within agreed working arrangements.

- Help staff access and use the Union's key systems, providing accessible guidance and training suited to different levels of technical confidence and access needs.
- In collaboration with the Training Team, help officials access and use the Union's key systems, providing accessible guidance and training suited to different levels of technical confidence and access needs.
- Identify recurring technical problems and recommend practical solutions to the Head of Operations & HR.

Security, access and system continuity:

- Implement and maintain agreed technical security measures, including multifactor authentication, appropriate account permissions and secure system settings.
- Create, amend and remove accounts and access when staff, officials or volunteers join, change responsibilities or leave.
- Review access permissions regularly with the relevant managers or system owners.
- Maintain appropriate arrangements for software updates and device security.
- Check backup arrangements for critical systems and information, maintain recovery procedures and periodically test restoration where available.
- Respond to system outages, accidental data loss and suspected security incidents, taking appropriate immediate action and promptly escalating to the Head of Operations & HR, relevant role holders or external specialists.
- Maintain clear technical documentation covering system configurations, integrations, workflows, troubleshooting and recovery arrangements.
- Maintain secure arrangements for administrative credentials and ensure authorised cover is available during absence.

Equipment, suppliers and licences:

- Order, record, allocate, configure and maintain Union technology and equipment within agreed budgets and purchasing authority.

- Support staff with equipment use, troubleshooting, repairs and replacement.
- Coordinate the return of equipment and removal of access when people leave or equipment is reassigned.
- Arrange secure disposal of equipment in accordance with agreed procedures.
- Support the implementation of agreed arrangements for personal devices used for Union work.
- Liaise with system providers and external IT specialists to resolve technical problems.
- Maintain records of software licences, subscriptions, hosting, domains and renewal dates, reviewing usage and advising on costs.
- Refer contractual commitments and expenditure requiring approval to the appropriate manager.

Coordination and workload:

- Agree priorities with the Head of Operations & HR, balancing essential maintenance, user support and other agreed systems work within the role's contracted hours.
- Report significant technical risks, recurring issues, supplier problems and resource needs.
- Work collaboratively with colleagues while maintaining clear boundaries between technical support and the operational responsibilities of other teams.
- Support effective knowledge sharing and continuity through training, documentation and agreed cover arrangements.

The above outlines the key tasks and responsibilities of the postholder and is not exhaustive. Duties may evolve to reflect the Union's needs and the postholder's development. Any significant changes to scope or workload will be discussed with the postholder and considered alongside contracted hours, priorities and available support.

Person specification

We are interested in receiving applications from individuals with a passion and commitment for social justice, the trade union movement and human rights. We are happy to consider transferable skills and experience which individuals could bring to the role.

Essential

We expect the successful candidate to have:

- Experience managing a membership database, CRM or comparable platform, including maintaining configurations, processes and data quality.
- Experience supporting connected systems and automated workflows, with an understanding of APIs and the ability to identify and troubleshoot integration errors.
- Ability to diagnose and resolve common software, account and equipment problems and recognise when specialist support is needed.
- Ability to demonstrate a practical understanding of access controls and systems security
- Ability to interrogate data and produce accurate reports and data selections in response to user requirements.
- Ability to explain technical information clearly and provide patient, accessible support and training to people with different levels of technical confidence.
- Ability to produce clear guidance and maintain reliable system records, troubleshooting instructions and handover documentation.
- Ability to manage competing requests, assess urgency and agree realistic priorities within a part-time role.
- Ability to work constructively with staff, elected officials, volunteers and suppliers, respecting different responsibilities and areas of expertise.
- Understanding of organising and campaigning workflows, including member engagement and worker mapping.

- Commitment to trade union principles, equality and accessible ways of working.

Desirable

It would be advantageous for the successful candidate to have:

- Experience using and/or working with Solidarity Tech, Stripe and Xero.
- Experience working in a trade union, membership organisation or voluntary sector organisation.
- Experience administering Google Workspace, including accounts, groups, shared drives and permissions.
- Experience administering telephone systems.
- Experience providing technical support for events.
- Experience of handling sensitive information and administrative access responsibly, follow agreed procedures and escalate concerns appropriately.
- Experience maintaining websites, hosting and domain arrangements.
- Experience managing equipment inventories, software licences and technical suppliers.
- Experience with multifactor authentication, software updates, backups and recovery arrangements.
- Experience maintaining or troubleshoot existing API connections or scripts.

Relevant practical experience may have been gained through employment, volunteering or independent work. Formal IT qualifications are not required where the applicant can demonstrate the necessary skills and experience.

Pay and annual leave

- Annual salary of £33,579 (pro rata £26,863 for 28 hours per week) salary will be adjusted in line with any London Living Wage uplifts
- Generous leave entitlement of 30 days annual leave per year not including bank holidays (prorated for part time staff)

- We believe in pay parity so everyone at IWGB earns the same hourly rate of pay

Benefits

- Flexibility around working patterns and hours
- Day 1 access to our Employee Assistance Programme, including mental health, wellbeing and counselling support.
- Hybrid working options (dependant on position)
- High employer pension contributions: 6% employee-paid and 13% employer-paid pension
- Equal maternity and paternity pay enhancements for parents

How to apply:

You can download an application form from the 'Work with us' page of our website. Please send your completed application form with the subject "System Coordinator job application" to applications@iwgb.co.uk by 5pm, Monday 16 November 2026 . Please let us know in your email where you have seen our advertisement so we can improve our hiring processes.

Who is the IWGB?

Founded in August of 2012, the IWGB now consists of 12 branches. The branches are highly autonomous and lead on campaigning for better pay and conditions in their industry. IWGB campaigns are known for being bold, vibrant, loud and effective. In addition to campaigning, the IWGB's Legal department is also highly active, providing representation on a range of employment matters such as disciplinary processes, grievances, private hire licensing, and employment tribunals. The IWGB organises social events for members, Spanish and English classes, and holds regular meetings where members can engage and feed into policy. We are a democratic organisation with all officials being regularly elected.

As an organisation that fights for workers' rights, we strongly believe no applicant or employee should face discrimination or harassment based on their gender, race, ethnicity, sexual orientation, disability status, age, or marital/domestic partner status. You can read more in the IWGB Statement of Inclusivity. Please let us know if you have any requirements for interview.

Above all, we're looking for someone with empathy and the determination to support workers who fight for better conditions.

The interview process:

We like to be open and up front with what our hiring process looks like so people know what to expect. Below is our standard recruitment process.

Review candidates

Once the advertisement has closed, a shortlist of candidates will be selected by the hiring committee to proceed to the next steps. Only those selected for interview will be contacted.

Remote interviews

Shortlisted candidates will be interviewed via Zoom by a panel of IWGB elected officials and/or staff. Candidates will be interviewed by the same panel to ensure consistency. Please make us aware in advance of any reasonable adjustments you may require to engage as fully as possible in the interview process.

Following these interviews, it is possible that there will be a second stage of interviews.

Scoring and appointment

During the interview each panel member will use a points based system to score candidates against the persona criteria outlined in the job description. The successful candidate will be appointed based on the total combined score by all panel members.

Outcome

All those interviewed will be contacted to share the outcome of their interview.