

JOB DESCRIPTION

JOB TITLE:	Student and Trainee Officer
DEPARTMENT:	Member Services
JOB HOLDER:	N/A
REPORTS TO (JOB TITLE):	Member Development Manager

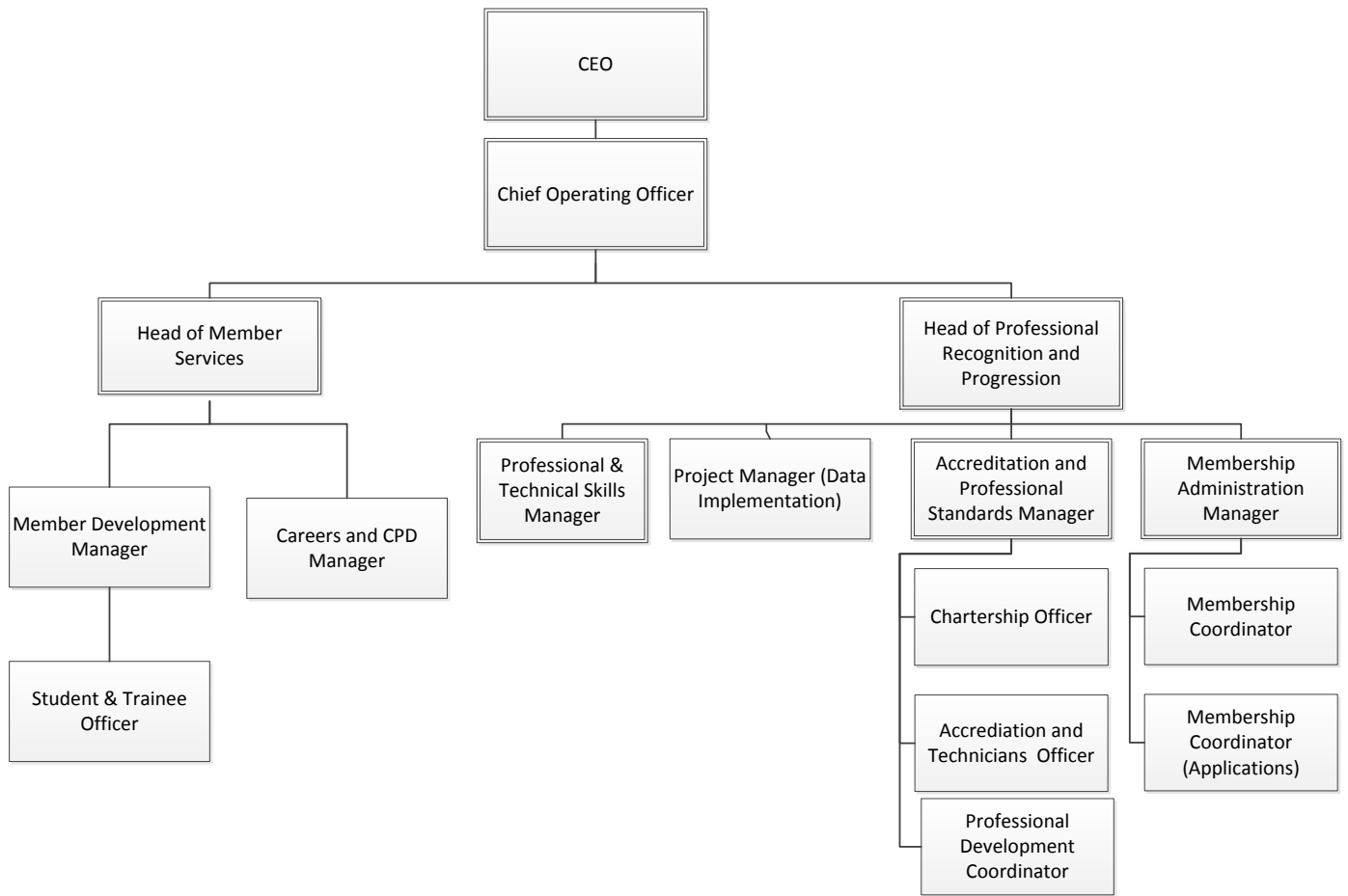
JOB PURPOSE

This is a summary, in a few sentences/bullet points, of the overall contribution this job makes to the Institute of Physics (IOP)

The main focus of this role is to engage with IOP student members with the full range of benefits and services available to them, and to support the marketing team in recruitment and retention campaigns. The role will also support the IOP's efforts to recruit and engage members on scientific apprenticeship schemes. Additionally, the role will develop the IOP's local member volunteer networks across the UK and Ireland, particularly through the nations, branches, and the university student affiliated societies.

ORGANISATIONAL STRUCTURE

An organisational chart showing where this job sits within the IOP – please refer to attached



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CONTEXT

This briefly sets out the necessary background, including the department's purpose, to understand how the job fits into the organisation and how it relates to other functions or jobs in the organisation

The department's purpose

The Member Services department is responsible for leading the delivery of services to our members and helping to promote opportunities to get actively involved in a range of volunteering opportunities. Our work includes:

- encouraging members to engage with the IOP and make the most of the opportunities it provides for them to contribute to its activities
- attracting, recruiting and retaining members at all stages of their career, from students and trainees to the retired
- provision of relevant member services and benefits;
- provision of careers advice and CPD for members at all careers stages and employment sectors
- engaging with students through the university student affiliated societies, campus ambassadors and conferences, and with apprentices and trainees through relevant employers
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The job's context

This role makes a vital contribution to designing and delivering services to the new generation of members who are currently in university or on apprenticeship schemes. We have the ambition that at least a quarter of them will engage with the IOP, whether it be through the take up of benefits and services or through volunteering activities. The post-holder will work to manage student engagement with the IOP by supervising student ambassadors on campus in partnership with the IOP's marketing team, liaising and managing the IOP's relationship with university student affiliated societies and continuing to develop the student engagement programme, along with working closely with the Member Development Manager on the student offer. The role will also help to recruit and engage with scientific apprentices, by providing cross-organisational support for the marketing and delivery of a value-based offer to ensure that trainees and apprentices receive relevant careers information, and have opportunities to engage as part of the physics community. Additionally, the post-holder will support the recruitment and retention of students with the marketing team, and oversee the governance of the IOP's student activity by building relations with our university student members, and through the International team, with international student bodies such as the International Association of Physics Students and the European Physical Society Young Minds initiative.

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TASKS & ACCOUNTABILITIES

A list of 6 – 12 statements identifying the principal outputs required of the job, which integrate to achieve the purpose of the job.

Student, scientific apprentice, and trainee engagement (75%)

- Develop and implement the IOP's student and scientific apprentice engagement plan, working with departments across the organisation;
- Be a proactive contributor on the internal IOP student engagement focus group;
- Work closely with the marketing team to support the student recruitment and retention plans.
- Run physics events for students across the UK/ROI and internationally with the support of relevant student bodies, such as the PLANCKS preliminaries and iaps4fusion with the international team;
- Lead on integrating students and scientific apprentices with other national and regional volunteering opportunities, with support from our network of staff based across the UK and Ireland to improve the involvement of Associate Members in the wider physics community;
- Lead on engaging with university student affiliated societies across university physics departments in the UK and Ireland;
- In collaboration with the international team, develop strong connections with international student bodies such as the International Association of Physics Students and the European Physical Society Young Minds initiative, as well as national counterparts;
- Work with the Head of International and Member Services and the Member Development Manager to develop a dynamic offer that promotes the engagement of students and scientific apprentices;
- Oversee the annual Conference of Astronomy and Physics students (CAPS) by providing strategic, financial and organisational support;
- Hold regular focus groups with university students and scientific apprentices to gather feedback and interpret and action trends from this feedback;
- Maintain a system of impact monitoring and evaluation
- Ensure that all staff are briefed on key messages and materials to share at events
- Work closely with the Careers and CPD Manager and the education team to promote physics careers to physics students and scientific apprentices; Work closely with the marketing team to recruit, train and supervise the Campus Ambassadors across UK/ROI universities in support of the IOP's recruitment and engagement strategy for university students.

Volunteering (25%)

- Working with students and trainees to provide webinars, podcasts and other materials to encourage greater involvement in volunteering
- Working with the Outreach and Engagement team to encourage and reward student and trainee volunteer participation.

SCOPE OF DECISION MAKING / CHALLENGES

A summary, of no more than the 4 key main decisions/challenges the post holder may face in carrying out the accountabilities of this job.

- Planning ahead and working on multiple projects at a time; ensuring projects are delivered on time;
- Ability to independently identify opportunities, prioritise workload, and ensure good communications with other staff
- Ability to speak confidently on behalf of the IOP to potential student and scientific apprentice members
- Ability to clearly present and update members on developments and progress to date

DIMENSIONS

A summary of any numerical facts and figures that are relevant to illustrate the scale of the role e.g.

- People management – number of direct line reports, function managed, who the post holder reports to*
- Annualised financial data – costs/orders/sales/revenue budgets and different currencies used if applicable*
- Other relevant statistics – projects managed*

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- The post-holder supervises students working as ambassadors and reports into the Member Development Manager
- Has authority to sign off members expenses up to £5,000.

KNOWLEDGE, SKILLS & EXPERIENCE

*The below are the skills, qualifications, membership requirements and experiences that are **necessary** for full and effective performance of this role, unless stated otherwise*

Skills

- Working with volunteers – the ability to develop rapport and respond to their particular needs
- Flexibility – the ability to adapt a plan of work on an hourly, daily or weekly basis to respond changing circumstances
- Team player – the ability to work co-operatively with others to achieve common goals
- Influencing skills – the ability to bring others to your way of thinking diplomatically
- Proactive – to think ahead and act to ensure the smooth completion of team/individual aims and objectives
- Dependable – able to complete tasks to high standard and to deadline
- Organisational skills – ability to work with minimum supervision, prioritise workload, and handle multiple tasks
- Interpersonal skills – ability to positively communicate with others; the confidence to listen and understand
- Decision making – the ability to take responsibility to make decisions without having to constantly seek advice from others
- Communication skills – ability to express information clearly and effectively in written and oral form
- Computer literate – good working knowledge of Microsoft Office
- Attention to detail

Qualifications/Membership requirements

- Educated to A-level standard or equivalent – essential
- A first degree in physics (or a closely related discipline) or equivalent experience/understanding of the student experience and landscape – desirable

Experience

- Proven experience of engaging with students/working in student outreach and/or demonstrating a good understanding of the scientific apprenticeship route
- Experience of working in a membership organisation and/or with volunteers
- Proven experience of managing relationships with strategic partner organisations
- Proven ability to present information/provide public talks
- An ability to deal tactfully with a wide range of people
- Experience of administration and the successful management of multiple projects

COMPETENCIES

The behaviours that must be demonstrated in the job

- Drive for results – Can be counted on to meet or exceed goals successfully
- Managing and measuring work – Takes responsibility for tasks and decisions
- Customer focus – Is dedicated to meeting the expectations and requirements of internal and external members/customers/partners
- Functional/technical skills – Has the functional and technical knowledge and skills to do the job at a high level of accomplishment
- Personal learning – Picks up on the need to change personal, interpersonal, and where applicable managerial behaviour quickly