**Job Description**

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| **Job title** | Nations Support Coordinator | **Grade** | *D* |
| **Department** | IOP Scotland |
| **Responsible to** | *Head of IOP Scotland* |
| **Revision Date** | March 2025 |

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| **Purpose of the job** |
| This role is responsible for supporting the IOP staff in Scotland, Ireland and Northern Ireland to ensure the smooth running of the Institute’s activities in Scotland, Ireland and Northern Ireland, which include engagement, education, policy development and stakeholder management.This post will focus on the following areas: * To support IOP’s staff in Scotland, Ireland and Northern Ireland to deliver the programmes of work in line with IOP strategy
* To build and maintain member and volunteer relationships across the physics community and to increase membership engagement in our activities across Scotland, Ireland and Northern Ireland.
* To provide consistent administration and co-ordination support to the IOP Scotland, Ireland and Northern Ireland committees to enhance their contribution to the strategic objectives of the IOP.

You will act as the main point of contact for IOP Scotland, supporting IOP Scotland’s staff, representative committee members, current and potential active members and volunteers. to deliver activities in line with the IOP strategy and promote physics across their local communities for around two thirds of your time. The remaining third of time will be to support the same activities for the IOP in Ireland and Northern Ireland in partnership with the Nation Support Coordinator in Wales, who will also provide a third of their time in support for the IOP in Ireland and Northern Ireland.The role will require consistency of administration, co-ordination, support and good communication skills, taking a proactive role helping to identify future opportunities to develop and support IOP Scotland, Ireland and Northern Ireland. It will also require the ability to travel occasionally for events such as the annual IOP Ireland/NI Spring Conference and All Staff Days in London. |
| **Context of the job**This sets out the background of the job to help understand how it fits into the organisation and how it relates to other roles (100 words max). |
| We are committed to building a diverse and inclusive physics community. We therefore welcome applications from those who may be under-represented at present, including people of colour, women, LGBT+ people and people with disabilities.The Institute of Physics is the professional body and learned society for physics in the UK and Ireland. We inspire people to develop their knowledge, understanding and enjoyment of physics and how it benefits our daily lives. We work with a range of partners to support and develop the teaching of physics in schools; we encourage innovation, growth and productivity in business including addressing significant skills shortages; and we provide evidence-based advice and support to governments across the UK and Ireland.The job’s context is to support activities led and delivered by our staff and active members within IOP Scotland, Ireland and Northern Ireland in line with the IOP strategic goals, ensuring effective administrative and logistical support, providing and sharing best practice to ensure the IOP recruits, inducts, manages and celebrates active membership across the organisation.This full time and permanent post will provide support for an existing programme of work providing administrative support for public engagement, including the IOP Scotland Public Engagement Grant Scheme, the Ireland outreach grant scheme and liaison with the UK and Ireland wide Public Engagement Grant Scheme and providing administrative support to the IOP Scotland, Ireland and NI committees in their public engagement activities. The job holder will also support the activities of the Learning and Skills Manager and the Policy Manager in Scotland, including helping to organise conferences and events for teachers, policy makers and other stakeholders.The Nations Support Coordinator will be based in Scotland, line managed by the Head of IOP Scotland in collaboration with the Heads of Ireland/NI. You will work closely with the other IOP staff and consultants in Scotland, IOP staff across the UK and Ireland and the IOP Scotland committee, contributing towards the delivery of activity and ensuring the programme of work supports and engages with the Scottish physics community. |
| **Key decision-making in the job**A summary of the key main decisions/challenges the post holder may face in carrying out this job. |
| * Lead on administrative support for the Scotland, Ireland and Northern Ireland teams.
* Developing and managing member and volunteer relationships in Scotland, Ireland and Northern Ireland.
* Organise and administer key initiatives such as the IOP Ireland/NI Spring Conference
* Significant levels of contact with members requiring high level of tact and diplomacy
* Managing own workload effectively and autonomously, taking into account the pattern of tasks and deadlines through the year;
* Ensuring accuracy in own work, especially with respect to reporting project outcomes, managing financial processes, maintaining databases;
* Using initiative, identifying any opportunity to streamline and improve project systems wherever possible;
* Providing due diligence on the payment of field worker expenses and contractual invoices.
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| **Accountability of the job**A summary of the facts and figures that are relevant to illustrate the scale of the role |
| * This role has no direct line reports, but is expected to work closely with members of the IOP Scotland, Ireland and Northern Ireland teams, colleagues and volunteers from across the organisation.
* Can authorise spend up to £1000
* Authorised to sign off volunteer expenses up to £1000
* This role requires independent home working and is not based at an IOP office. It is expected that the post holder will reside within Scotland
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| **Organisational chart**This chart shows where this job sits within the department and team |
| *The Institute of Physics is an open and inclusive organisation that welcomes and celebrates diversity.* |
| **Main responsibilities of the role**Minimum of 5, maximum of 10 (in order of importance) |
| * Administration Support
 | * Support the set up of processes and templates to facilitate the effective working of IOP Scotland, Ireland and Northern Ireland; developing other systems and processes identified as needs arise
* Ensure IOP Scotland/Ireland/NI committees (and any supporting active members) have access to the necessary information, tools and resources, understand their responsibilities within the IOP and to provide training where appropriate, this might include but is not limited to:
	+ Importance of gathering and reporting metrics
	+ Financial and budget support to relevant Treasurer
	+ Committee membership engagement, recruitment and retention
	+ Identifying exemplary activities / speakers and sharing best practice
	+ Encouraging web presence and engagement with social media

Ensure that committees are aware of the scope of the IOP’s strategy and those opportunities for future activities and potential co-design with members from across the IOP, to ensure coordinated and consistent approach to Nations and Branch support across the UK and contribute to the on-going development of the Membership team |
| * Engagement
 | * Establish a friendly and professional working relationship with IOP committee members and related volunteers, providing proactive administrative support and guidance, information, resources (marketing activities and specific materials), empowering them to play their part in delivering the IOP strategy
* Act as the primary source of information to relevant committees about activities, enquiries about volunteering and to flag any issues arising as necessary, providing advice and guidance
* Promote active membership and volunteering both within the organisation itself and externally ensuring that volunteers are recognised and acknowledged for the work that they do
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| * Events and meetings
 | * Support IOP Committees with their activities, including promoting and delivering events (e.g., physics talks, debates, conferences, public engagement, competitions) and acting as a point of liaison for central staff
* Support the IOP Education and Policy Managers and IOP Physics Coach teams with their activities (e.g. conferences, meetings, workshops and online professional learning sessions), including the promotion of events, supporting the events in person, and the management of registration, evaluation and reporting.
* Ensure that all events are captured on shared calendars and any relevant event metrics are collated and work proactively with colleagues to increase the profile of these events, monitoring activities and prepare evaluation reports
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| * Communication and collaboration
 | * Collate and share appropriately regional and community activities via e-bulletins, social media accounts and web pages for specific Volunteer Communities (regions and groups)
* Work proactively and in partnership across the IOP to ensure knowledge of communities is shared and Nation and Branch Committees are informed of everything that affects their activities
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| * Data
 | * To ensure that the IOP Scotland, Ireland and Northern Ireland Committees (and supporting volunteer members’) information is up to date and available on IOP systems, e.g. committee lists on Salesforce in line with IOP standards, collection of teacher professional learning hours delivered and analysis against school deprivation index data.
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| * Volunteer roles recruitment
 | * Support IOP Scotland, Ireland and Northern Ireland committees to increase sustainability e.g. helping them plan and recruit new committee members or attracting new members to support activities and assist committees with the election of new members and where necessary, create and manage electronic voting system.
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**Person Specification**

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| **We are looking for someone who...**  |
| * Has a **drive for results**, who can be counted on to meet or exceed goals successfully
* Can **manage and measure work effectively**, taking responsibility for tasks and decisions and can self motivate in a remote working role
* Is **customer focussed** and dedicated to meeting the expectations and requirements of internal and external customers / partners
* Has **great functional/technical knowledge and skills** to do the job at a high level of accomplishment
* Is **committed to their personal learning**, picking up on the need to change personal, interpersonal.
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| **Experience this person should have is…** |
| * Experience of working with and a passion for volunteers and volunteer led committees
* Understanding of the motivations and challenges of working with volunteers
* Providing administration support and gaining trust and respect from colleagues about the rationale for key administrative processes
* Knowledge of event management and marketing tools for volunteers
* Experience of working with people from different cultures and backgrounds
* Establishing and maintaining a network of contacts
* Experience of CRM and CMS platforms
* Experience of working within a Learned Society, membership organisation or the charity sector would be desirable
* An understanding of events management procedures
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| **Skills this person requires are…** |
| * Team player – the ability to work co-operatively with others to achieve common goals
* 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
* Communication skills – ability to express information clearly and effectively in written and oral form
* Computer literate – good working knowledge of Microsoft Office
* Capability to recognise personal strengths & weaknesses, and willingness to engage in personal development
* Flexible about working hours / evening meetings / undertake travel to Ireland, Northern Ireland and London on occasions
* Understanding of basic financial processes
* Due to the nature of the role a full driving license and access to a car is desirable
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