**Job Description**

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| **Job title** | Community Support Officer (Engagement and Volunteering) | **Grade** | C |
| **Department** | Membership |
| **Team** (if applicable) |  |
| **Responsible to** | Member Community and Engagement Manager |
| **Revision Date** | May 2025 |

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| **Purpose of the job** |
| Climate change, green economy, plastic waste, improving cancer detection, skills development are all global and domestic challenges we face as a society. Physics has a really important role to play in tackling these challenges, and to do it we need an engaged, supported and effective community of physicists. IOP Groups, Nations and Branches (Member Networks) develop brilliant activities to further the aims of the IOP and provide members an opportunity to network and build communities, get involved with CPD, engagement, supporting campaigns and inspiring the future generations of physicists. Member Networks Support Officers are the main point of contact for committee members across our Member Network. They support committees to plan, deliver and evaluate activities, ensuring alignment with the IOP strategy, encouraging CPD, member engagement and promoting IOP's commitment to support physics and physicists. This rewarding member facing role supports and builds relationships with members, so that they can fully participate and contribute to the vibrant physics community and that experience value from their IOP membership. The role connects the committees with the wider IOP, championing the value of community and collaboration, and they are at the heart of our membership.  |
| **Context of the job** |
| **About the IOP:**We are a professional, modern, and ambitious organisation seeking to unlock the potential of physics and physicists nationally and internationally. Our purpose is to promote the advancement and dissemination of knowledge and learning in pure and applied physics for the benefit of all. We do this by building a thriving and diverse physics workforce, raising standards, supporting careers, and addressing barriers. We demonstrate the importance, relevance, and impact of physics in everyday life and the role it plays in addressing society’s major societal, economic, and environmental challenges. We influence change, actively engage in public and government dialogue, improving the quality of debate, informing policy, and influencing funding strategies. We foster a sense of community amongst employees, members, volunteers, and people with an interest in physics, providing a platform and a voice for ideas to be shared.Our organisational values provide the foundations to empower us all to lead and deliver high performance across the organisation and enable us to promote advancements and learning in pure and applied physics for the benefit of all. We are: * Objective: be objective, led by evidence
* Inclusive: confront barriers to inclusiveness and participation wherever we encounter them
* Exemplary: exemplify the highest standards in all that we do
* Open: be rewarding, open and engaging

**About the membership department**The aim of the Membership department is to recruit, engage and retain members. We do this by working to improve the membership experience, communicating the valued-based offer of membership, encouraging and supporting members to become professionally registered, and by providing meaningful engagement opportunities that support member interests and career prospects, as well as the IOP’s strategic goals.In particular, the Department is responsible for:* encouraging members to participate in IOP activities
* attracting, recruiting, and retaining members at all stages of their career, from students to the retired
* provision of relevant member services and benefits
* provision of careers advice and CPD for members at university and beyond
* developing and maintaining professional standards
* supporting networks of members
* degree accreditation and accreditation of company training schemes
* collection of membership subscriptions
* supports the delivery of events organised by Members through the special interest groups.

**The job’s context**This role is responsible for supporting, advising and guiding members across our networks to deliver an engaging and impactful programme for the members and wider community. This is a critical role as the networks are at the heart of our membership, delivering value to members, enabling them to network, share knowledge and collaborate.The post holder will develop positive relationships with members, physicists and stakeholders across networks of members, especially working regularly with committee members on the 52 Group, 3 National and 11 Branch Committees to offer them the autonomy, resources, and guidance that they need to do great work. The role sits in the Membership department and works closely with other departmental colleagues. The role also works with colleagues from other departments including Communications and Marketing, Science and Innovation, EDI and Learning & Skills. |
| **Key decision-making in the job** |
| * Managing workload requiring balancing competing priorities – this includes responding promptly to enquiries and requests from members and stakeholders at all levels of seniority.
* Involves a significant level of contact with members, which requires timely and accurate responses, as well as a high level of tact to maintain good relationships
* Responsible for authorising payment requisitions, budget requests and invoices, ensuring that spending is appropriate and meets IOP guidelines and reports on annual budgets and activity.
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| **Accountability of the job** |
| * No direct line management reports
* Authorised to sign off member expenses and invoices up to £1,000
* Maintaining effective and positive relationships with Committee members is an important aspect of this role, and critically important to the IOP’s reputation.
* Support the organisation of around four engagement events – such as the Group Officers Forum, Nations and Branches Forum – which are likely to involve Heads of Departments, members of the Executive Team and members of Council.

*In most cases this role requires home working and is not necessarily based at an IOP office. Where support to branches is allocated to team members, it is expected that the post holder will reside within the geographic area that they are supporting.* |

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| **Organisational chart** |
| ***The Institute of Physics is an open and inclusive organisation that welcomes and celebrates diversity.*** |

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| **Main responsibilities of the role** |
| Committee nominations & elections | * Work with committees to identify vacant committee roles, run calls for nominations and elections if required
* Advice on updates to service account with online election portal (MiVoice) to run nomination and election process
* Help to encourage, identify and engage new committee members
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| Committee member support | * Act as the primary IOP source and point of liaison of information to relevant Group or Branch committees about activities, enquiries and to flag any issues arising as necessary, advising members and other staff on operational and constitutional issues and ensure implementation of the IOP’s constitution, strategy, the Code of Conduct, and Terms of Reference.
* Provide committee guidance through digital videos and online handbook, as well as workshops and telephone/email support to answer committee queries so that committees are run effectively and inclusively
* Provide Committees with the promotional and logistical support their activities and events where required, this could include scheduling of meetings, creating web pages, room bookings and catering and acting as a point of liaison for central staff.
* Celebrate and recognise committee members and ensure they are acknowledged for the work that they do.
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| Finance and budgets | * Work with Committees to ensure that they fully utilise IOP budget allocations, promptly processing claims and invoices
* Support Member Community and Engagement Manager with quarterly forecasts, annual budget requests, and sharing statements as required.
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| Communication  | * Work with Committees and the Communications and Marketing team to collate and share appropriately timed communication via e-bulletins, social media accounts and web pages
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| Collaboration | * Organise activities that enable Committees to come together to share good practice, explore collaborations and deliver joint events, actively connecting Groups or Branches with overlapping interests/geographies.
* Work with the Member Community and Engagement Manager to support the process to form new Groups or Branches from exploring topic and supporter’s proposal, to community engagement, formal approval and launch with founding committee.
* Build and oversee MS Teams environment for Committees to share information and collaborate on activities in their programme
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| Data monitoring and reporting,  | * Maintain all necessary member details in Salesforce to better manage relationships and engagement with the work of the IOP.
* Capture, monitor and report KPI and evaluation data to ensure evidence-led decision-making, including consistent impact reporting.
* Maintain a log of risks, complaints and irregularities for resolution, escalating where necessary.
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| Developing and supporting the wider membership | * Deliver an annual programme of Vice President visits across the UK and Ireland
* Coordinate the Phillips award nominations from across the membership
* Embed a consistent approach to regional grant schemes
* Ensure CPD and member engagement opportunities are embedded in all Member Network activities
* Manage the travel bursary schemes that provide financial support for members to attend international conferences, meetings or facilities. This includes maintaining Salesforce dashboards for reporting on uptake and EDI related data
* Research and share local organisations to support wider IOP goals such as Limit Less
* Regularly review processes and procedures to optimise and improve operational performance and overall member experience This will include prizes, engagement grant schemes, event subsidy rates, and proportion of budget used for (non-IOP) events
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**Person Specification**

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| **We are looking for someone who...**  |
| * Enjoys **building and maintaining relationships** with members, volunteers and supporters
* 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
* Is **customer focused** 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, and where applicable managerial behaviour quickly
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| **Experience this person should have …** |
| * Managing customer-facing services and/or delivering membership services
* Advising stakeholders at varying levels of seniority both verbally and in writing in an authoritative and persuasive style
* Experience of committee support including writing papers, communications and an awareness of governance issues and procedures
* Experience of working with and a passion for members and member led committees
* Understanding the motivations and challenges of working with members and volunteers
* Monitoring and evaluating for learning and performance improvement
* Developing procedures to improve processes that enhance member support
* Experience of CRM and CMS platforms
* Experience of working within a professional body, membership or charitable organisation
* An understanding of events and communication management procedures
* Managing complaints and conflicts of interest
* Computer literate with MS Office experience including, Word, Excel, Outlook, Salesforce, Message-focus, Teams planner
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| **Skills this person requires …** |
| * Communication – ability to express information clearly and effectively in written and oral form, developing engaging copy for web pages and social media
* Able to build effective relationships of trust with members and colleagues
* Prioritisation and able to work with minimum supervision, high attention to detail, handle multiple tasks, ability to work under pressure and to deadlines
* Able to plan and be relied upon to complete tasks to high standard and to meet deadlines
* Team player – the ability to work co-operatively with others to achieve common goals
* Negotiation– the capability to explore different positions and alternatives to reach outcomes that gain acceptance of all parties
* Think ahead and act to ensure the completion of team/individual objectives
* Ability to positively communicate with confidence to listen and understand
* Capability to recognise personal strengths & weaknesses, and willingness to engage in personal development
* Understanding of basic financial processes
* Flexible about working hours/evening meetings/undertake national travel on occasions.
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| **Qualifications required are…** |
| * Excellent written and numeric skills
* Due to the nature of the role, a full driving license and access to a car is desirable
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