



## **Community Support Officer (Engagement & Volunteering) Recruitment Pack**

**A message from the recruiting manager**

Thank you for your interest in the Community Support Officer (Engagement and Volunteering) role at the Institute of Physics (IOP). We are on an exciting journey to strengthen our membership engagement, ensuring that every physicist, from all career stages, has a meaningful experience with the IOP.

Our team of six Community Support Officers play a pivotal role in this mission by supporting, advising and guiding our Special Interest Groups, Branches, Nations and the wider physics community.

Additional to this each role provide targeted support across five key areas:

- Operational support to our Groups, Nations & Branches (GNB) committees (x2)
- Recruitment of members
- Support grants and bursaries.
- Conferences and Events
- Engagement & Volunteering

This is a fantastic opportunity to make a tangible impact, working with dedicated committees, volunteers, and members to build a thriving physics community. You will be joining a passionate and supportive team, with opportunities to contribute, learn, and grow.

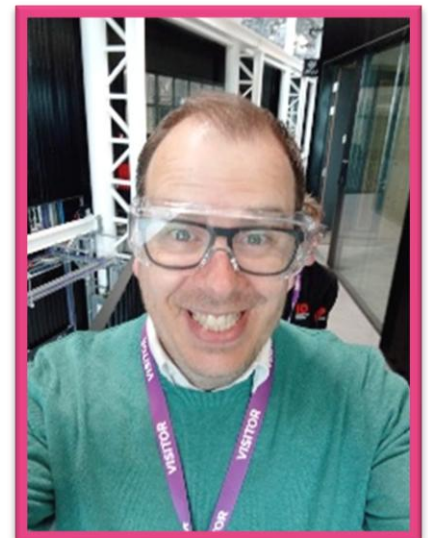
Please be confident about what you can bring to this role. We value your potential and growth as much as your transferable skills and what you have already achieved. We are creating an awesome team, and we know we can only do that if it includes people who bring different experiences and backgrounds. That's why we want to hear from you!

We'd value hearing from you if you meet the criteria below. Remember many people will still apply if they don't meet all of it, so if you can see yourself in this role and would like to join our team –please apply.

We look forward to receiving your application!



Paul Williams CMgr MCMI  
Member Community and Engagement Manager  
Institute of Physics

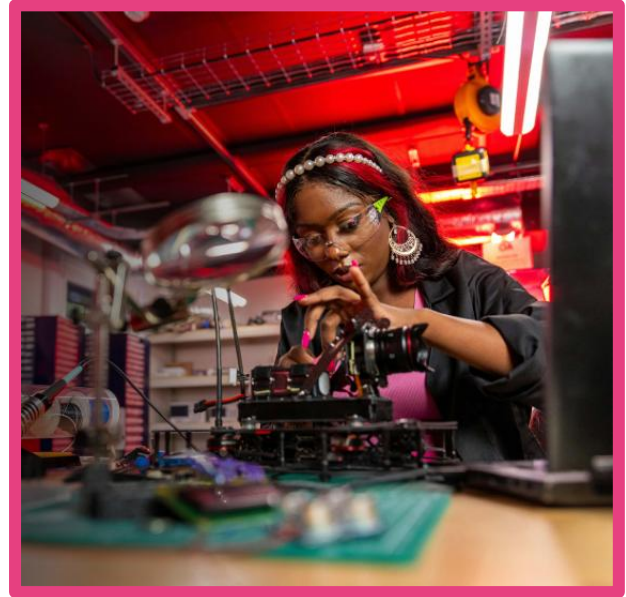


## Physics for our Future

We believe physics shapes the world we live in and has the power to transform lives. From tackling climate change and advancing medical technology to driving innovation in quantum computing and space exploration, physics is at the heart of the challenges and opportunities that define our future.

As the professional body and learned society for physics in the UK and Ireland, the IOP's mission is clear: to unlock the potential of physics and physicists for the benefit of society. We do this by supporting a thriving, inclusive physics community, breaking down barriers to participation, and ensuring that physics is accessible to all.

Through advocacy, professional development, and an engaged membership, we champion the importance of physics in shaping our world. Our community of member networks, spanning specialist groups, regional branches, and national communities are at the forefront of knowledge exchange, collaboration, and career development, ensuring that every physicist, regardless of background, has the opportunity to contribute, grow, and make an impact.



We are ambitious. We are determined. We are building a future where physics drives progress, fuels innovation, and improves lives. If you share our passion for making physics work for everyone, we would love you to be part of our journey.

## Measures of our success

Across the IOP we have strategic measures of success. These measures assess our progress in delivering the goals set out in our strategy, [Physics for our future](#).

They are focussed around our three priorities.

1. **Skills:** Tackling the skills shortage and opening up opportunity.
2. **Science:** Strengthening physics across science, research, innovation and technology.
3. **Society:** Exploring the social and economic benefits of physics and ensuring they are understood.

And our four fundamental principles which will run through everything we do:

- Member-focused: Members are at our heart and integral to our success.
- Inclusive: Physics must welcome, include and reflect all parts of our diverse society.
- Sustainable: For our environment, our community and our financial foundations.
- Partnership: Working together with partners every step of the way helps us achieve more together and we will deepen our collaboration with IOP Publishing.

The Community Support Officer (Engagement and Volunteering) will directly feed into the success measures around society, member focus, and inclusive.

## Our values underpin our work.

At the IOP, our values are more than words on a wall, or a snazzy document – they are the drivers behind everything we do. These values – Objective, Inclusive, Exemplary, and Open – define who we are and how we work, shaping our culture and guiding our mission to advance physics for the benefit of all. Our values underpin our work, our decisions, including every hire. Here they are - so you can understand what they mean, how they guide our work, and what they might mean for you as a future colleague.



### Objective

I am respectful when giving and receiving feedback.  
I evaluate my work, look at my successes and failures, seek input, share my learning and make improvements where needed.  
I am objective in all that I do, not afraid to change direction or challenge assumptions.

I recognise the potential that others bring, welcoming and championing diversity and inclusion.  
I recognise the benefit of individual perspectives and differences and promote equal opportunity for all.  
I am mindful of my own needs, so that I can fully participate in all aspects of my work and actively look for ways to do so.



### Inclusive



### Exemplary

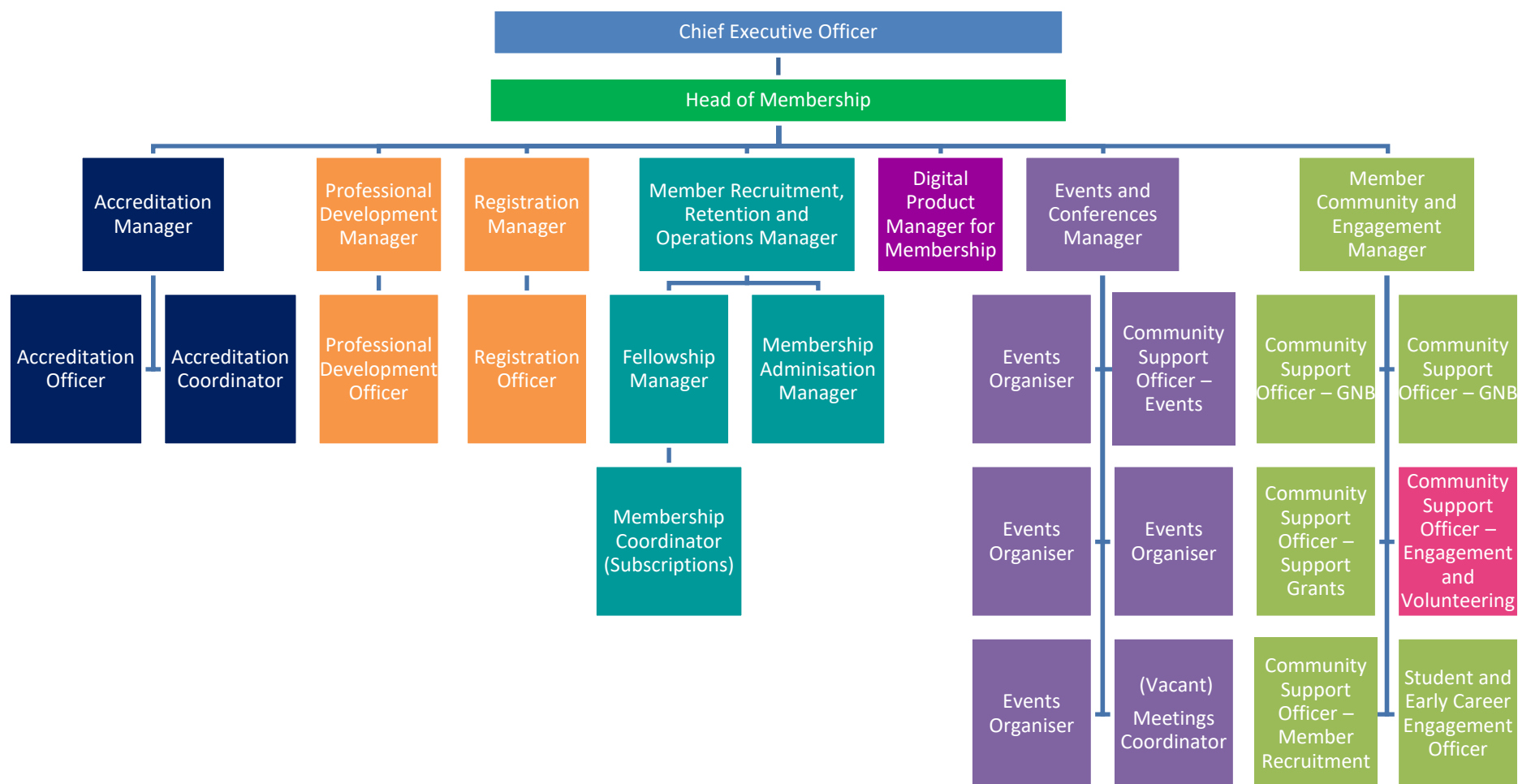
I celebrate and share success, championing behaviours that exemplify our values.  
I take calculated risks so that I can continually improve and innovate.  
I take responsibility for my own performance and find realistic solutions to achieve the agreed outcome.

I am aware of how my behaviour impacts upon others and act accordingly.  
I actively listen, respect others' points of view and work in collaboration to set realistic expectations.  
I strengthen working relationships by sharing knowledge and experience with others.



### Open

## How you fit within the wider departmental structure



## What's the small print that's pretty big.

<b>What's the Job Title?</b>	Community Support Officer (Engagement and Volunteering) – Maternity Cover for 12 months
<b>What's the grade and how much will I earn?</b>	Up to £31,000 per year.
<b>What department is the role in?</b>	Membership
<b>Who do I report to?</b>	Member Community and Engagement Manager
<b>Who reports to me?</b>	No direct reports, although you will build close relationships with member volunteers
<b>What budget accountability do I have</b>	Authorised to sign off member expenses and invoices up to £1,000
<b>What are the hours?</b>	35 hours per week
<b>Is there flexibility?</b>	Yes – we work flexibly across the IOP.
<b>What decisions will I need to make in the job</b>	<p>You will need to manage workload effectively which requires balancing competing priorities – this includes timely and accurate responses, as well as a high level of tact and diplomacy to maintain good relationships responding promptly to enquiries and requests from members, volunteers, colleagues and stakeholders at all levels of seniority.</p> <p>The role involves a significant level of contact with members, physicists and stakeholders across networks of members, which will help you develop positive relationships, especially working regularly with committee members across the IOP to offer them the guidance so that they need to do great work.</p> <p>You will also be responsible for authorising payment requisitions, budget requests and invoices, ensuring that spending is appropriate and meets IOP guidelines, budgets and activity.</p>
<b>Where is the role based?</b>	<p>It may well be that you are “based” from one of the IOP offices but spend most of your week working from home. In most cases this role requires home working and is not necessarily based at an IOP office.</p> <p>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.</p>



## What are some of the projects you will be involved in?

It can be difficult to know what specific projects you'll be working on by just reading a job description. The next couple of years are important for us as a team. There's a host of challenging and exciting projects that will be driven from our team that will lay foundations for future success.

Below are some of the main objectives of the role for this 12 month period.

- Developing processes (such as clustering events) to support existing and new communities and that engagement opportunities are maximised.
- Helping shape the cross IOP volunteering development plan, ensuring links to CPD and professional registration.
- Ensuring committee members have the right resources to deliver activities, and that their activities are recorded.
- Building awareness and engagement of the GNBs across the physics community



## What's in the Community Support Officer job description?

The below is not an exhaustive list of responsibilities, but what we'd love to achieve through the role in time. We know that the role and the person in it will evolve and develop, and with the support you need, you'll be part of making that happen.

### Purpose

This role is responsible for supporting, advising and guiding members across our communities and networks (GNBs) to deliver an engaging and impactful programme for IOP members and wider community. This is a critical role as the GNBs are at the heart of our membership, delivering value to members, enabling them to network, share knowledge and collaborate.

### Responsibilities and accountabilities

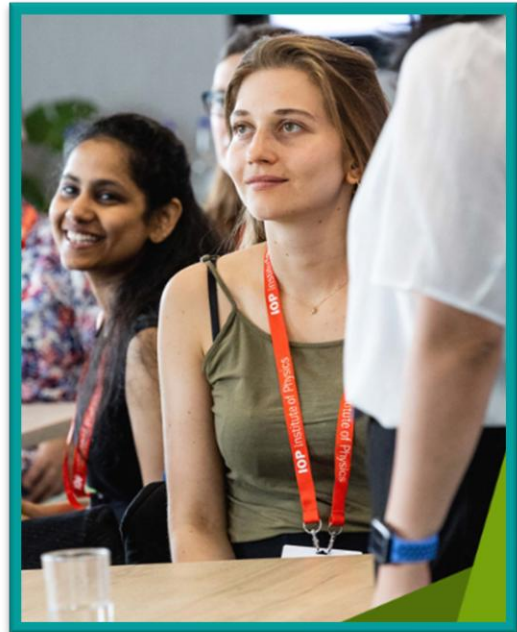
**Championing committees** – From designing and delivering onboarding for new committee members to creating welcome handbooks and digital inductions, you'll ensure every volunteer committee member feels confident and supported. You'll also embed inclusive practices, review EDI data, and help shape the future of committee structures, ensuring every voice is heard and every role is filled with purpose.

**Supporting committees to thrive** – Whether it's logistics, guidance, communications, or troubleshooting, you'll be there to help committees succeed through the provision of

expert advice to committee members and volunteers. You'll attend, and sometimes host, committee "surgeries" to share information.

**Driving community communications** – Through our regular communications, web updates, and social media, you'll spotlight volunteers and members, and ensure every committee has a strong digital presence. You'll also help shape the development of plans to enhance member engagement and visibility.

**Enabling smart, data-led decisions** – You'll maintain Salesforce dashboards to track CPD, EDI, and event engagement, and ensure all activities are evaluated using standardised tools. You'll gather feedback, monitor speaker diversity, and report on impact which will help us make evidence-based decisions and continuously improve. You'll also help re-introduce committee annual activity reports and support the evaluation of public engagement and grant-funded initiatives.



**Enhancing the member experience** – You'll deliver a programme of activities which may include Vice President visits, travel bursaries and regional grants, and coordinate prestigious IOP awards. You'll embed CPD and professional registration messaging across all activities, and ensure every event meets accessibility, EDI, and registration standards.

***Specific responsibilities (as above and include these specifics)***

Focus on volunteer experience, onboarding, recognition, and community building.

- Support the development of a new Committee Volunteering Guide and Welcome Handbook
- Design and deliver onboarding and training for new committee members.
- Recognise and celebrate volunteer contributions through awards and spotlight features.
- Support the implementation of the I&D Advocate role and peer support networks.
- Coordinate committee feedback mechanisms and pulse surveys.
- Organise the annual Committee Welcome Day and planning sessions.
- Promote and embed CPD and chartership messaging across all volunteer activities.
- Support the Phillips Award and review the individual Group prize processes.

***The Institute of Physics is an open and inclusive organisation that welcomes and celebrates diversity***



## Person Specification

If you're excited by the idea of helping members and volunteers thrive, we'd love to hear from you. In an ideal world we're looking for someone who:

- Builds strong relationships with members, volunteers, and colleagues – someone who listens, supports, and inspires.
- Delivers results – you're organised, proactive, and can be counted on to get things done to a high standard.
- Communicates clearly and confidently, whether it's writing guidance, promoting events, or responding to queries.
- Thrives in a fast-paced environment, juggling multiple priorities while staying calm, focused, and detail-oriented.
- Loves improving processes, always looking for smarter, more efficient ways to work.
- Is digitally confident, with experience using tools like Salesforce, MS Teams.
- Understands the value of community and is passionate about supporting members and volunteers to make a positive difference.
- Is committed to learning and development, open to feedback, and eager to grow in the role.
- Is flexible and adaptable, willing to travel occasionally and support evening or weekend events when needed.



We're looking for people who have some knowledge and experience in areas like:

- Supporting members, volunteers, or committees - especially in a charity, membership, or community setting.
- Understanding of governance, elections, and volunteer engagement.
- Using digital tools like CRMs (especially Salesforce), MS Teams, and event platforms.
- Knowledge of EDI principles and inclusive engagement practices.
- Planning or supporting events and understanding what makes them inclusive and engaging.
- Writing clearly and confidently - whether it's a newsletter, a guide, or a quick update.
- Gathering, evaluating and reporting on feedback and using it to improve what you do.

## Role-Specific Qualities

You'll be passionate about and know how to make people feel welcomed, supported, and celebrated. You'll bring empathy, creativity, and a strong sense of community to everything you do.

You'll have experience designing onboarding or training resources, and a strong understanding of what motivates volunteers. You'll also be confident developing recognition schemes and supporting inclusive engagement.

## What “done” looks like

For the Community Support Officer role to be truly successful, we need to define what "done" looks like in a way that is clear, purposeful, and aligned with IOP's strategy. When this role is “done,” it's not just about ticking boxes, it's about building a community where people feel seen, valued, and connected.



### 1. A Thriving, Engaged, and Growing Membership Community

Members feel a strong sense of belonging, they see IOP as a home for their professional growth and networking. New members are joining because of meaningful recruitment efforts, and existing members stay engaged beyond renewal. The transition from student to early career to professional membership is seamless, supported by clear pathways and special experiences.

How do we know it's done?

- Membership growth has increased to 30,000 members by 2030
- Retention rates remain above 85%.

### 2. Committees feel empowered and supported not overwhelmed.

Volunteers and committee members don't just comply with policies - they understand and own their roles with confidence. Committee members feel supported, not burdened, knowing they have the right tools, training, and guidance. IOP's policies and processes are clear, fair, and enable, rather than restrict, great work.

How do we know it's done?

- At least 80% of committee members rate the support they receive as “Excellent” or “Good” in an annual survey.
- Elections, financial reporting, and governance requirements are all met – without last-minute panic or staff intervention.

### 3. Grants and Bursaries have real impact.

Members feel confident and supported when applying for grants. The grants process is efficient, transparent, and accessible, with no one confused about eligibility or requirements. The funding awarded has a clear impact on the community, strengthening physics engagement and participation.

How do we know it's done?

- 90%+ of available grant funds are distributed effectively each year.
- Impact stories are regularly shared, showcasing how IOP funding makes a difference.

**4. Events are more than just meetings they are “must attend” moments.**

Events are not just attended - they are anticipated. The experience is seamless, welcoming, and enriching for all, including underrepresented groups. There is a real sense of connection and momentum, with attendees returning year after year.

How do we know it's done?

- Attendance at repeat events has increased by 10% year-on-year.
- At least 80% rating their experience positively.
- More diverse voices are represented as speakers, panellists and attendees.

**5. The CSO team feels energised, aligned, and purpose driven.**

The team works proactively, not reactively to solve problems. Workloads are manageable and meaningful, with clear boundaries. Everyone feels psychologically safe to ask for help, admit mistakes, and share new ideas.

How do we know it's done?

- Team members feel empowered, happy and productive, as measured in check-ins.
- Work is shared equitably, no one feels like they are drowning while others coast.
- The team actively shares best practices and celebrates successes in regular team meetings.

**6. Volunteers feel valued, supported, and celebrated.**

Volunteers, especially those on our committees are central to what we do. Through a clear Volunteering Development Plan, thoughtful onboarding, and meaningful recognition, we create an environment where volunteers are confident in their roles, connected to each other, and proud of their contributions.

How do we know it's done?

- A fully documented Volunteering Development Plan and policy is in place and accessible to all volunteers.
- All volunteers and committee members have completed onboarding or training on the new plan, with positive feedback and high attendance.
- The number of people nominating to join committees increases 10%, with a clear pathway for those not successful at election.
- At least 80% of volunteers and committee members say they feel supported.
- We've reported on the number of volunteer hours by delivered by members.



## Application process and details on how to apply.

So, now you've read this and want to know how to apply? Here's the information that you need. Some important links that I hope will help:

- [IOP job page](#) for the application
- Register for the [Ask us Anything webinar](#) on 2 September.

Visit Institute of Physics: Job search  
Click on Community Support Officer (Engagement & Volunteering)



Attend the "ask us anything" webinar on 2 September where you can hear more about the role and ask questions anonymously about the role.



Submit your application via CV and supporting statement by 11 September.



We'll shortlist based on the criteria in the person specification, so please ensure you tailor your CV and statement to the requirements.



Interviews will be held during w/c 22 September 2025  
All shortlisted candidates will receive question topics ahead of the interview



Appointment made  
All interviewed candidates will receive feedback

## Good luck!