## Job Description

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<tr>
<th><strong>Job title</strong></th>
<th>Nation Support Coordinator (Scotland)</th>
<th><strong>Grade</strong></th>
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<tbody>
<tr>
<td><strong>Department</strong></td>
<td>IOP Scotland</td>
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<td><strong>Team (if applicable)</strong></td>
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<td><strong>Responsible to</strong></td>
<td>National Manager (Scotland) (dotted line to Nations &amp; Branches Manager)</td>
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<td><strong>Revision Date</strong></td>
<td>September 2020</td>
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### Purpose of the job

This is a short statement summarising the overall contribution this job makes to the Institute of Physics (IOP)

This role focusses on supporting the IOP staff in Scotland to shape and deliver IOP’s strategy and charitable benefits. This post will focus on the following areas:

- To support IOP’s staff in Scotland to deliver the programme in line with IOP strategy
- To support member and community engagement
- To support the IOP’s influencing campaign in Scotland.
- To provide consistent administration and co-ordination support to the IOP Scotland committee

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, the influencing campaign and promote physics across their local communities.

This role will focus on supporting the IOP Scotland committee to deliver a programme of events; providing consistent levels of administration and financial support in the development of any specific toolkits and ad-hoc projects. This will also include working with colleagues to promote events to IOP members and the public, including managing online content.

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.

### 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).

IOP Scotland’s purpose: Unlocking the future

As a society we face an unprecedented array of challenges. Globally, we need to address a changing climate and a growing population, to decarbonise economies, improve healthcare and ensure water, food and energy supplies. Domestically, we need to develop the next generation of industries to create jobs and improve productivity to safeguard citizens’ futures.

Physics has a vital role to play in tackling these issues and helping make the UK and Ireland fit for a new industrial era of science, technology and engineering.

IOP’s strategy identifies three key challenges that present the greatest barriers to unlocking the potential of physics and its impact in society:

1. Diversity and skills: We want to build a thriving, diverse physics community and play our part
in solving the STEM skills shortage by ensuring that people, no matter their background or where they live, have access to world-class physics education and training.

2. Unlocking capability: We want to ensure that the UK and Ireland are able to realise the full societal and economic benefits of the new industrial era.

3. Public dialogue: We want to show the impact of physics on people’s lives, enabling informed public debate about funding and policy in areas including healthcare, climate change and cybersecurity.

The job’s context is to support activities led and delivered by our staff and active members within IOP Scotland in line with the IOP strategic goals and campaign aims, 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 Equivalent post will provide support for an existing programme of work, including providing administrative support for the three day IOP Scotland Festival of Physics, which celebrates the place of physics in our culture and society, Small Stories, an innovative storytelling programme targeted at early years groups, the IOP Scotland Public Engagement Grant Scheme, and supporting the IOP Scotland committee in their public engagement activities and IOP volunteers for science festivals and other physics busking events. The job holder will also support the activities of the Education and Policy Managers in Scotland, including helping to organise conferences and events for teachers, policy makers and other stakeholders.

The Nation Support Coordinator (Scotland) will be line managed by the National Manager for Scotland and will work closely with the other IOP staff and consultants in Scotland, and the IOP Scotland committee, contributing towards the delivery of activity, the influencing campaign 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.

- Significant levels of contact with members requiring high level of tact and diplomacy
- Diverse and busy workload requiring high levels of attention to detail and prioritising
- Being responsive to last minute requests from event organisers / attendees

**Accountability of the job**

A summary of the facts and figures that are relevant to illustrate the scale of the role

- No direct line management reports, although the role will have daily contact with volunteers
- 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
- Due to the nature of the role a full driving license and access to a car is desirable
**Main responsibilities of the role**

Minimum of 5, maximum of 10 (in order of importance)

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<th>1. Administration Support</th>
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<td>• Support the set up of processes and templates to facilitate the effective working of IOP Scotland; developing other systems and processes identified as needs arise</td>
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<td>• Ensure IOP Scotland committees (and any supporting active members) have access to the necessary information, tools and resources, understand their responsibilities within IOPS and to provide training where appropriate, this might include but is not limited to:</td>
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<td>o Importance of gathering and reporting metrics</td>
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<td>o Financial and budget support to relevant Treasurer</td>
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<tr>
<td>o Committee membership engagement, recruitment and retention</td>
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<td>o Identifying exemplary activities / speakers and sharing best practice</td>
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<td>o Encouraging web presence and engagement with social media</td>
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<td>• Ensure that committees are aware of the scope of the IOPS, strategy and campaign 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 Branch Support team</td>
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<th>2. Engagement</th>
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<td>• Establish a friendly and professional working relationship with IOPS committee members and related volunteers, providing proactive administrative support and guidance, information, resources (marketing activities and specific materials), empowering them to lead their branches to enable them to play their part in delivering the IOP strategy</td>
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<tr>
<td>• Act as the primary source of information to relevant committees about activities, enquiries about volunteering and to flag any issues arising as</td>
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| 3. Events and Meetings | 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  
|                       | • Support IOPS Committees with their activities, including promoting and delivering events (e.g., physics talks, debates, public engagement, competitions) and acting as a point of liaison for central staff  
|                       | • Support the IOP Education Manager (Scotland) and IOP Scotland Physics Coach team with their activities (e.g. conferences, workshops and online professional learning sessions), including the promotion of events, 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  

| 4. Communication & 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 Branch Committees are informed of everything that affects their activities  

| 5. Data | • To ensure that the IOPS Committee (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.  

| 6. Volunteer Roles recruitment | • Support IOPS 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, and ensure that committee members are suitably inducted.  

# Person Specification

**We are looking for someone who...**

- Takes pride in and understands the importance of clear and consistent support and administration
- 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 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, and where applicable managerial behaviour quickly

**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
- An understanding of events management procedures

**Skills this person requires are...**

- Communication – ability to express information clearly and effectively in written and oral form, Strong customer care skills, writing and editing engaging copy, web pages, social media
- Organisational and planning – ability to work with minimum supervision, prioritise workload, high attention to detail, handle multiple tasks ability to work under pressure and to deadlines
- Dependable – able to plan clearly, 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
- Influencing – the ability to bring others to your way of thinking diplomatically
- Proactive – to think ahead & act to ensure the smooth completion of team/individual objectives
- Interpersonal – ability to positively communicate with others; confidence to listen & understand
- 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 national travel on occasions
- Understanding of basic financial processes