Job Description

<table>
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<th>Job title</th>
<th>Branch Support Coordinator</th>
<th>Grade</th>
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<tbody>
<tr>
<td>Department</td>
<td>English Regions</td>
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<td>Team (if applicable)</td>
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<td>Responsible to</td>
<td>Nations &amp; Branches Manager</td>
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<td>(dotted line to Regional Managers)</td>
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<td>Revision Date</td>
<td>July 2020</td>
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Purpose of the job

This role is responsible for providing consistent administration and co-ordination support to the IOP Branch network across England.

As part of the team of geographically located Branch Support Coordinator roles, you will act as the main point of contact for the IOP Branch or cluster of Branches, supporting regional representative committee members 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 Branch committees to deliver a programme of events; providing consistent levels of administration and financial support with local branch committees, and supporting the wider Branch infrastructure in the development of any specific toolkits and ad-hoc projects.

The Branch Support Coordinator will deliver on aims by providing a range of support activities aimed primarily at Branch committee members, and also includes current and potential active members and volunteers. 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 each Branch across England in line with the local regional focus.

Context of the job

The IOP is a place where Branches and active members are valued and supported in their activities. The IOP consistently strives to give its Branch Committees the autonomy, resources, and time that they need to do great work.

The job’s context is to ensure that all Branch Committee members across the IOP’s Branch network in England have a worthwhile and consistent experience. Supporting activities led and delivered by our active members within each Branch 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.

Key decision-making in the 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**

- 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 the geographic area that it is supporting
- Due to the nature of the role a full driving license and access to a car is desirable

**Organisational chart**

**Main responsibilities of the role**

1. **Administration Support**
   - Support the set up of processes and templates to facilitate the effective working of the Branches across the regions; developing other systems and processes identified as needs arise
   - Ensure Branch Committees (and any supporting active members) have access to the necessary information, tools and resources, understand
| 2. Engagement | • Establish a friendly and professional working relationship with branch 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
• Act as the primary source of information to relevant Branch 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 |
| 3. Events and Meetings | • Support Branch Committees with their activities, including promoting and delivering events (e.g., physics talks, debates, public engagement, 3 Minute Wonder) and acting as a point of liaison for central staff
• 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 Branch 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 |
| 6. Volunteer Roles recruitment | • Support Branch 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. |

*The Institute of Physics is an open and inclusive organisation that welcomes and celebrates diversity*
## 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, STEM organisations 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 diplomatically bring others to your way of thinking
- 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