Group service level agreement

The Institute of Physics undertakes to provide administrative support, as detailed below, for its subject and professional groups. The responsibility for this falls to the Head of Science and Innovation, with day to day responsibility mainly with the Science Support Officer (SSO). Contact details at the end.

1. General

Responsibilities of the Institute of Physics:
- Deal with groups in a helpful, courteous and professional manner.
- Deal with general enquiries.
- Circulate annual report and budget request forms at least a month before they have to be returned.
- Provide secretarial support for the Group Officers’ Forum.
- Provide secretarial support for the Groups Committee meetings.
- Consult groups regarding policy matters where appropriate.
- Provide guidelines on governance pertaining to the groups.

Responsibilities of groups:
- Follow the Institute’s regulations, particularly the code of conduct. This can be found on the Institute website or from the Head of Membership.
- Follow constitution of groups.
- Send back annual activity report forms and annual budget requests by the deadline.
- Ensure representation at the biannual Group Officers’ Forum.
- Discuss all external policy issues with the Institute as the group are NOT empowered to make policy pronouncements on behalf of the Institute.
- Comply with the decisions of the Groups Committee (GC), the committee that Council has appointed to oversee the groups.
- Deal with Institute staff in a courteous manner.

2. Committees

2.1 Committee Members

Responsibilities of the Institute of Physics:
- Provide relevant information to assist the committee officers in their duties.
- Maintain database of committee members with the information provided.
- Support access to online tools for running committee elections.
- Provide access to group membership lists.
- Support committees to communicate with their group members via email and post.

Responsibilities of groups:
- Report changes in committee membership and responsibilities to the SSO as they happen.
- Provide full contact details of committee members including membership numbers.
- Ensure all committee members are members of the Institute (see constitution for details).
- Ensure all honorary officers to be corporate members of the Institute.

2.2 Committee Meetings

Responsibilities of the Institute of Physics:
- The SSO will endeavour to attend relevant committee meetings to answer questions that are put in advance or to provide information on specific issues.
- Any unresolved questions arising from the meeting will be resolved within 10 working days.
- Provide expense claim forms.
- Provide a meeting room at the Institute’s building for groups to hold their committee meeting, free of charge to the group, (allowing for available time and date).
Responsibilities of groups:

- To hold at least one face to face committee meeting each year
- If there are relevant agenda items, the SSO can be invited to attend. A month’s notice must be given. It is expected that all relevant agenda items would be grouped together.
- Specific questions must be sent by email 10 working days in advance where possible, 5 working days as a minimum.

3. General Enquiries

Responsibilities of the Institute of Physics:
- Every effort will be made to deal with urgent enquiries within 24 hours.
- An initial response to email queries will be made within 5 working days. If the SSO is on leave, an out of office auto-response will be used and/or a colleague will monitor the emails.

Responsibilities of groups:
- Queries to be made by email to the SSO.
- In an emergency please ring the office, preferably between 10.00 and 16.00.

4. Finance

4.1 Invoices, Expense Claims and special payments

Responsibilities of the Institute of Physics:
- All requests to be progressed by the SSO to the finance department within 10 working days. Expense payments will normally be made within 10 working days by the finance team. Invoices will be paid at 30 days or in accordance with any terms agreed in advance.
- An initial response to email queries will be made within 5 working days.

Responsibilities of groups:
- Honorary treasurer should check all expense claims before submitting them. All claims to be authorised by the honorary treasurer, or other honorary officer if appropriate, and sent directly to the SSO.
- Ensure travel expenses be kept to a minimum and remain in line with Institute policy.
- Honorary treasurer to request, where possible, that the Institute be invoiced for any support agreed to external organisations / events and to make the SSO aware of this.
- All spending to remain within guidelines set by the Groups Committee

4.2 Statements

Responsibilities of the Institute of Physics:
- Monthly budget statements to be sent to the group officers by email, by the end of each following month.
- Statements can also be provided on demand to the honorary officers within 5 working days, please contact the SSO.
- An initial response to email queries will be made within 5 working days.

Responsibilities of groups:
- Financial records to be kept up to date.
- Statements to be checked and queries to be submitted to the SSO within one month of receipt

5. Newsletters & Mailings

Responsibilities of the Institute of Physics:
- Electronic mailings will normally be distributed within 2 working days
- Newsletters will be printed and distributed normally within 5 working days but guaranteed within 10 days of receipt of copy.
- A copy of the newsletter will be added to the group's webpages.
- Spare copies of newsletters can be sent to a named address.
Responsibilities of groups:
♦ Newsletters and other hard copy mailings should be sent as Microsoft Word or pdf file to the SSO 10 working days before they are due to be sent out. Each additional insert will potentially delay the mailing by one working day

6. Prizes

Responsibilities of the Institute of Physics:
♦ Respond to initial request within 5 working days.
♦ Produce prize certificates within 10 working days.
♦ Progress the arrangements for the payment of prize money within 10 working days

Responsibilities of groups:
♦ Details of the award should be forwarded to the SSO. Full instructions should include the recipient’s name, contact details, amount and reason of award and whether there should be a certificate, cheque or bank transfer.
♦ Payments can only be authorised by the Honorary Officers.

7. Websites and social media

Responsibilities of the Institute of Physics:
♦ Provide server space to host the group websites.
♦ Support and guidance for group pages is available through the SSO.
♦ Minor updates to be actioned within 5 working days
♦ Most updates and structural changes will be made within 10 working days. However, if this is not possible for any reason you will be contacted, given the reasons for the delay and an estimate of the completion time.
♦ Queries will be answered within 5 working days.

Responsibilities of groups:
♦ The content of group websites are the responsibility of the group.
♦ Updates and changes should be requested via the online web ticketing system, or to the SSO. Institute ‘house style’ and content guidelines to be respected and adhered to.
♦ Web content must be hosted on an Institute server and available through the www.iop.org site wide search.
♦ Social media accounts to be maintained by the group and highlighted to the SSO.
♦ Follow Institute policy on the content and format of sites.

8. AGMS

Responsibilities of the Institute of Physics:
♦ To provide a formal template for the AGM notice and distribute to members

Responsibilities of groups:
♦ AGMs must be publicised by email to all members of the groups at least 21 days before the date of the meeting.
♦ In the case of an AGM being quororate, a second meeting must be held. The quorum for the meeting is 12 members of the group.

Please note: there is no requirement for groups to hold an AGM; if a group chooses to hold an AGM it must comply with the requirements above.
9. Event organisation

Group meetings can be organised under one of three models,

**Self-service** Meetings which are organised by groups, with no formal input from the Conference Office. These meetings charge no registration fees.

**Registration and abstract submission only** As for self-service meetings but with support from the Institute for collection of registration fees. An online abstract submission tool can be made available for meetings using this service level.

**Conference-management service** Full support for the practical organisation of meetings from the Conference Office.

9.1 Self-service meetings

**Responsibilities of the Institute of Physics**
- Email notice of the event to members
- Advertise the meeting on the group online calendar
- To provide online registration for the meeting
- Facilitate the payment of invoices and speaker expenses from the group budget
- Supply name badges at cost.
- Supply IOP stationery at nominal cost.
- To give advice to the Committee, as appropriate.
- Provide guidance check-list for organisation and budget.

**Responsibilities of groups**
- Inform SSO of meeting details so that all group members can be invited to attend
- Keep a record of registrations / attendance.
- Manage the costs associated with the meeting through the group budget, ensuring all subsidy guidelines are adhered to.

9.2 Registration and abstraction submission only

**Responsibilities of the Institute of Physics**
- Provide an online registration website to allow secure payment and data collection, within 5 working days
- Use the data collected for non-members to provide them with affiliate membership
- Provide an online tool for the submission and management of abstracts
- Facilitate the payment of invoices and speaker expenses from the group budget
- Circulate notice of the event within 2 working days of the registration site going live
- Act as point of contact, if necessary, for attendee enquires
- Ensure that the meeting is posted on the relevant online calendars

**Responsibilities of groups**
- Manage the budget for the meeting to ensure the event breaks even and that all subsidy guidelines are adhered to
- Agree registration fees for the meeting, including any concessionary rates.
- Not take any cash payments from attendees.
- Give appropriate notice of any cancellation

9.3 Conference management service

- Responsibilities under the conference management service should be agreed with the Conference Office. Groups should contact the Conference Office no later than 4 months in advance of a one day meeting or 12 months for residential conferences

Although we will try and accommodate exceptional requests, we cannot guarantee them.
IOP Contacts
IOP Hon. Secretary / Chair, Groups Committee: Prof Stuart Palmer, stuart.palmer@iop.org
Head of Science and Innovation: Anne Crean, anne.crean@iop.org, T: 020 7470 4830
Science Support Officer: Lara Maisey, lara.maisey@iop.org / groups@iop.org, T: 020 7470 4831
Conference Office Manager: Claire Garland, claire.garland@iop.org, T: 020 7470 4840