

**MEMBER SERVICES COMMITTEE**

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| *TERMS OF REFERENCE* | |
| Last amended |  |
| Board Endorsement | 5 September 2022 |
| Proposed Review Date | September 2025 |
| Related Documents | ARMS Constitution  ARMS By-Laws  ARMS Strategic Plan |

# **BACKGROUND**

Pursuant to section 4.1 of the ARMS Constitution and Bylaw 4, the Board has the power to create Standing Committees. The Board may also create other ad-hoc committees as required to support the delivery of high-quality benefits to ARMS members.

# **PURPOSE**

This Member Services Committee is responsible for overseeing and facilitating the development and delivery mechanisms of services to members of the Society, including local Chapters and Special Interest Groups (SIGs), awards and scholarships. This committee shall be a formal channel of communication between the Society and its Chapters, facilitating connectedness and the sharing of ideas. The MSC also assists ARMS in the creation of an internationally connected community of members.

# **SCOPE AND RESPONSIBILITIES**

# To oversee the development, promotion and implementation of opportunities and resources to serve the needs of the Society’s members.

# To share knowledge between Chapters and SIGs through exchange of ideas and to identify activities that are likely to benefit all members of the Society.

# To oversee the administration of the Society’s awards and scholarship schemes and to recommend new awards and scholarship schemes which support and celebrate the success of our members.

# To provide input on a need’s basis to the Education and Professional Development Committee on training, education and professional development programs which support our members.

# Via the Board Liaison for the MSC, provide quarterly update reports to the Board pertaining to a) the activities of the committee and (b) education and professional development activities, and other reports as requested by the Board.

# To deliver annual objectives as delegated by the Board, in alignment with the Society’s Strategic Plan.

# **ESTABLISHMENT AND COMPOSTION OF COMMITTEE**

* 1. The Member Services Committee is a Standing Committee of the Society (By-law 4.4.3).
  2. The Committee will consist of a Convenor nominated by the MSC and endorsed by the Board, a member of the Board (Board Liaison) and any additional persons appointed by the Board as may be deemed desirable.
  3. One convenor from each of the ARMS Chapter Committees (ARMS Bylaw 5) and SIGs will be a nominee to this Committee.
  4. Two representatives from our Special Interest Groups (SIGs) will be nominated to serve on the MSC annually. The term of office for the SIG nominee is 12 months.
  5. All Committee members must declare any conflicts of interest in accordance with the Society’s [Conflict of Interest Policy](https://www.researchmanagement.org.au/governance)
  6. All Committee members must be current financial members of the Society.
  7. The Term of membership for members on the MSC must align with the term of membership of their term as Chapter Convenor.
  8. Induction will be provided to members at the first scheduled meeting of the MSC for the year.

# **MEETING FORMAT AND FREQUENCY**

* 1. The Committee will meet three (3) times per annum at a minimum or as required in order to meet its objectives. One (1) of these meetings may be in-person.
  2. Meetings will primarily take place by videoconference. When safe to do so one (1) in-person meeting per annum is allowed provided that expenditure is within the budget. Where possible, the Committee shall endeavour to align a face-to-face meeting with the ARMS annual conference or event to help reduce costs. Meetings will be chaired by the Convenor, or a member delegated by the Convenor.
  3. Committee members will attend at least 75% of scheduled meetings and not miss more than two consecutive meetings without an apology. If a committee member is unable to commit to this level of participation, they will stand down as soon as this is known or at the discretion of the Convenor of the Committee. It is required that each Chapter maintains consistent representation on the Committee.
  4. If a member is unable to attend a scheduled meeting, they are required to provide notes to the Convenor on agenda items and/or send a proxy to attend on their behalf.
  5. A meeting quorum shall be half of the Committee membership. When a quorum is not present no resolution may be made. However, members present may discuss matters and make recommendations which will then be reported to, and ratified by, the next meeting when the quorum is in attendance. Alternatively, items requiring urgent attention may be decided out-of-session via email circulation and recorded in the minutes of the meeting of the next scheduled meeting.
  6. If necessary, extraordinary meetings may be held to address urgent matters.
  7. The ARMS Executive Office shall provide dedicated secretariat support to the Committee.

# **ROLE OF CONVENOR**

The Convenor shall receive secretariat support from the ARMS Executive Office. This support includes:

* 1. Assistance with scheduling and running of meetings.
  2. Preparation and distribution of an Agenda for each meeting and formally document decisions and actions in Minutes.
  3. Circulation of Minutes and papers to Committee members including storage of records centrally.
  4. Preparation and submission of regular progress reports to the Board (via the Board Liaison).
  5. Ensuring relevant information is made available to Society members through the website as required.
  6. Regular liaison with Convenors of other ARMS Standing Committees, Networks and Special Interest Groups as required.
  7. Induction to new Standing Committee members.
  8. Chief Operating Officer of the Society will attend the MSC meetings on a need’s basis.

1. **VERSION CONTROL**

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| Version | Date of Approval | Date for review | Circulation | Document owner |
| New Policy | 16 November  2016 | 16 November 2018 | ARMS Board | Executive Office |
| Updated | August 2022 | To be determined | ARMS Board | Executive Office |