Message from the Chair of BIOS & BOS TU, Rowena McNamara

Thank you for your organisation’s interest in tendering for our business management contract from 2017 – 2020; we anticipate the handover process starting in October 2016. It is something that is vital for our organisation to procure in order to continue to serve our 1500 members and further develop and promote the profession of orthoptics.

We want to keep our unique identity but we would also like to be able to utilise resources and expertise from a larger whole. And that’s where I hope you come in!

It creates challenges and opportunities for host organisations, but lots of interest and career development for your staff in terms of broadening their knowledge of allied and eye health care professionals in the NHS.

We have been established since 1937 and with your help and support, we hope that we can continue to thrive as a vibrant and valuable professional membership association dedicated to serving our members and pushing back the boundaries of eye health care for patient benefit.

Yours sincerely,

Rowena McNamara
Chair BIOS & BOSTU
1. Background and Introduction

The British & Irish Orthoptic Society (or BIOS) is a registered charity and limited company and the Trade Union is registered with the certification offices of England, Wales & Scotland plus Northern Ireland. (The trade union does not operate in the Republic of Ireland.) You can see past years’ Annual Accounts here: http://apps.charitycommission.gov.uk/Showcharity/RegisterOfCharities/CharityWithoutPartB.aspx?RegisteredCharityNumber=326905&SubsidiaryNumber=0

The BIOS has been run in many different ways over the years, sometimes with a fixed base in a public office with another professional body (like the Chartered Society of Physiotherapy and British Medical Association), and latterly with a virtual arrangement run from a home office. In 2011 BIOS dispensed with premises in Bedford Row, London (at the headquarters of the Chartered Society of Physiotherapy and before that it had an office at the British Medical Association in Tavistock Square, London).

Given that BIOS officers and volunteers can come from anywhere in the UK&I – it is now considered the norm to conduct most of the Society's business by email and phone and other forms of communication like social and professional media, and there is no need for the large expense of premises. Meeting rooms are hired on an as and when needed basis particularly for Trustee and Council meetings which take place four times per year.

The Society has changed significantly from when it first formed in 1937 and will continue to do so for the foreseeable future.

To keep charitable status and provide a framework for its operations, all charities (including BIOS) have Articles of Association – on the website https://orthoptics.org.uk/articles-&-strategy. The latest version of these was ratified in a General Meeting of BIOS members in December 2014.

British Orthoptic Society Trade Union (or BOSTU) Rules were amended in 2015 and shown here https://orthoptics.org.uk/BOS-Trade-Union.

A company consisting of two people currently runs all the back office and some front facing functions. They have done this since 2011.

In 2011 we started using the Wild Apricot system http://www.wildapricot.com/ which is a cost-effective piece of software enabling most functions required by a professional body (member database, website, events, CPD system, financial transactions, forums etc) to be conducted. It may be that any new organisation taking over the running of business management functions will not use this system and will, instead, want to utilise their own infrastructure. We will require all of this functionality still to be delivered, though.
2. Organisational Form and Structure

The BIOS is a registered charity and limited company operating for members in the UK & I. The BOSTU is a certified and recognised trade union in the UK only.

The BIOS is made up of a Chair and a Vice Chair (both funded for two and one day per week, respectively). There is an additional Vice Chair position (unfunded) if required. In the last year of a Chair’s term of office, a Chair Designate is recruited in order to shadow for a year prior to the change of office. This post is also funded by BIOS for one day a week and they have a non-voting status. Trustees meet as a group on their own twice a year and with the wider BIOS Council twice a year – so four meetings a year in total.

Trustees of BIOS (voting)

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<tr>
<th>Funded governance/adviser roles</th>
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<tbody>
<tr>
<td>Chair</td>
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<td>Chair Designate</td>
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<td>Vice Chair</td>
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<td>BIOS/BOSTU adviser</td>
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| rowena McNamara (until June 2017)| Veronica Greenwood  
                                          July 2016-June 2017 |
| Alison Stanley Until 2018       |
| Lesley-Anne Baxter until June 2018(also a past Chair of BIOS) |

Non funded governance roles/volunteers

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<td>Joy White</td>
<td>Kathryn Smart</td>
<td>Julie Clarke</td>
<td>Vacant</td>
<td>Vacant</td>
<td>Jane Hanley</td>
<td>Gillian O’Mullane</td>
<td>Julie Cartledge</td>
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Non-voting advisers – together with Trustees, this group is known as BIOS Council

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<tr>
<th>Education</th>
<th>Professional Development</th>
<th>Research/curriculum project</th>
<th>BIOS Journal</th>
<th>IOA/OCE</th>
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<td>Helen Davis</td>
<td>Alison Stanley</td>
<td>Anna Horwood</td>
<td>Jill Carlton</td>
<td>David Newsham/Anne Bjerre</td>
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3. Business Management functions

We are looking to appoint a service provider or prime contractor which could handle all or most of the following:

i) Membership services

Enquiry handling and routing – by email, phone and letter - up to 30 per day. A fuller guide to membership services and benefits offered to BIOS members is shown here [https://orthoptics.org.uk/resources/Documents/BIOS%20Member%20User%20Guide%202016.pdf](https://orthoptics.org.uk/resources/Documents/BIOS%20Member%20User%20Guide%202016.pdf)

ii) BOS TU – Employment relations (ER) support

- Member queries and support - triaged and directed as appropriate to the Chair, BOSTU Adviser or other provider of services
- Requests for BOS TU rep changes and notification to Trusts of changes
- Certification Office Returns - for certification offices in A) England, Scotland and Wales and B) Northern Ireland
- Provision of ER services - for cases requiring a negotiator e.g. for members undergoing disciplinary, capability process or changes to terms/conditions/banding (approx. 2 new cases per month).

iii) Finance

The current financial year runs from 1st January to 31st December and approx. 12,000 SAGE transactions per annum take place.

- Preparation of annual accounts - for audit and dealing with auditors (for both BIOS and BOS TU)
- Book-keeping functions – collecting payments by card, bank transfer, cheque and direct debit (for payments for courses/events, membership, sponsorship and advertising)
- Invoicing – Members, members’ employers, sponsors and advertisers
- Monthly accounts – attributing all payments and receipts
- Officer finances – provision and management of corporate credit cards
- Payments to members and suppliers – checking, coding and paying for expense claims and invoices.
iv) ICT

The BIOS has one main website (with a secure member log-in area) and also two microsites for patients and commissioners.

- **Website management** – all of the three websites to be managed, updated and monitored.
- **Membership and contacts database** – approx. 2200 members and contacts (the latter would include finance departments from hospital Trusts and sponsors) to be managed and updated.
- **Google Apps installation** – management of email accounts for BIOS and officers.
- **Data back up/integrity** – provision made to back up data on-line or using in-house servers.
- **CPD and Workforce Survey System** – currently supplied and managed by one of the current business managers and will be available to be utilised for a fee.

v) Events and courses

- **Organisation and promotion of free and paid-for events/course for BIOS members and non-members** and sponsorship is frequently arranged and secured to run these profitably or break-even. Volunteers help to set up and run most Special Interest group meetings, for example.
- **Management of events** – including costings, contracts with venues and caterers to be managed as is publicity and promotion. Feedback and attendance certificates also to be issued.
- **BIOS Scientific Conference** – a 2-day Scientific Conferences is held in most years (up to 150 delegates) – the rota is Wales 2017, Southern 2018, Northern 2019, IOC 2020 (being held in Liverpool and BIOS not responsible for organising), Ireland 2021 (Republic of Ireland), Scotland 2022 and Midlands & East 2023. The Professional Development Committee (PDC) is responsible for conference content; the BIOS back office is responsible for securing venue (in the appropriate region) along with sponsors and the running of the event including pricing and promotion.

vi) Communications, publications and marketing

- **Variety of media to communicate with members and other stakeholders including Parallel Vision** (a monthly e-magazine for orthoptists) lodged in the Member’s Area of the website with a sample available in the public area of the BIOS website “Work for us”
- **Enquiries from members of the public** - These come into the office via phone, email and, occasionally, letter and need to be dealt with sensitively and routed appropriately.
- **Facebook and Twitter** – photos, links and comments posted to contacts on a regular basis.
- **Internal communications with members** – information emails to members on a variety of topics and consultations and surveys, for example.
- **Dealing with the press** – Rebutting or promoting appropriate stories in conjunction with the Chair and/or other eye health professional organisations like the Royal College of Ophthalmologists.
- **Annual Report** - This needs to be compiled and is used to showcase achievements by the professional body and orthoptists each year [https://orthoptics.org.uk/Annual-Reports](https://orthoptics.org.uk/Annual-Reports)
- **AHP Rewards** – this is a scheme (started in 2013) in conjunction with other organisations in the AHPF and operated by a company called Parliament Hill and just needs offers publicising to members via Parallel Vision or email.

vii) **Other/general administrative function**

- **Secretariat** – sourcing venues for meetings with Trustees/Council members and dealing with minutes of meetings/hotel accommodation etc. Providing administrative support for volunteers and paid officers want accommodation/meeting rooms on BIOS business.
- **IOA membership** – BIOS members are automatically members of the International Orthoptic Association (IOA). As the membership is constantly changing (e.g. new members, lapsed members, change of email address etc) a file to be sent to the IOA every quarter with a list of current BIOS members.
- **OCE membership** – BIOS is a member of this European Orthoptic Association and the main task is to pay the annual membership fee by international bank transfer.

4. **Fees/contract pricing**

We currently pay for two people to run the Business Management function for BIOS and BOSTU and also pay separately for a service level agreement with a separate provider of employment relations support.

We envisage that there may be some reasonable initial start-up/set up costs for the new provider in taking on the new work and these will be considered individually as a once-off payment. The current contractors will be in post until end December 2016 – we believe that it is sensible to keep the accounts going in their current form until the end of this financial year with the accompanying audit carried out in February 2017.
We would ideally like any provider to start working with us in October 2016 aiming for handover as soon as possible in 2017.

5. Recruitment/appointment process/how to apply

- Expressions of interest including a max of 500 word brief on your relevant experience / interest in entering the tendering process by the 22nd July

- Long / shortlisting to take place thereafter
- Application for proposal and costing that fulfil the brief by mid-August
- Short list for final tender applications
- Interviews / presentation by 1st week September
- Start date 1st October as opportunity to have a 3 month hand over

If you have any questions or would like an informal discussion on the topic – please contact Rowena McNamara, Chair BIOS & BOSTU on recruitment@orthoptics.org.uk

No agencies please.