



## By-Law 5

### Management of the Secretariat

#### Detail

The executive committee may recruit a person or company to provide Secretariat services. This may include (but is not limited to):

- General services
- Meeting support
- Correspondence
- Website and social media maintenance
- Funds and accounts

The Secretariat will be secured for a tender period that runs from 1 January to 31 December.

The Secretariat will be managed by the Vice President and will predominately work with the Secretary and Treasurer.

The Vice President should:

- establish a relationship with the service provider
- have a sound understanding of the level of service required
- regularly review the performance of the provider
- manage workload with the amount of time provided
- discuss improvement feedback requirements with the provider
- inform the executive committee in regards to performance of the provider
- make recommendations in regards to the continued use of the provider
- negotiate amendments to the contract in regards to service levels and rates as required.

The Vice President will ultimately be responsible for managing the contract, any difficulties in managing the contract need to be raised to the executive committee. The Vice-President is responsible for ensuring the agreement of the contract with the Secretariat is within the terms of the law (ie: that an individual employee is not employed under a contract). If a company is engaged, the Vice-President should ensure all relevant insurances and certifications (eg BAS agent certification) are valid.

#### Key Performance Indicators

Key performance indicators (KPI's) should be developed with the Secretariat. This will allow both the executive committee and the Secretariat to understand the full expectation of the role, the time allowed to perform the role and the expected outcomes. The person or company

contracted should only be contracted to perform duties that they are qualified or experienced to perform.

## Annual Review

An annual review should be held in November each year in preparation for the coming year's service. The service provider should be evaluated against the KPIs agreed during the previous contract signing.

The Vice-President can recommend to the executive committee to conduct a tender process for the role or can recommend that the current contract be extended for a further 12 months without the need for a tender process.

## Additional work outside of the contract

The executive committee may decide to contract the Secretariat for additional services which fall outside of the agreed contract. An example of this would be to provide event management services for a Conference.

An additional scope of works should be developed by the sub committee (if relevant) and the Vice-President and given to the Secretariat to provide a detailed quotation for the additional work. The additional work should be agreed to as an expense as outlined in By-Law 4 Financial Management.

## Removal of Secretariat

Should the Secretariat not be performing to the level outlined in the KPI's, the Vice-President can recommend a review process be held earlier than the standard annual review. The Secretariat should be informed clearly where there is a disparity between expectation and service and given adequate time to resolve the issue. The meeting should be documented and signed by both parties to ensure it is clear what is required to meet the KPI's. Should the Secretariat not perform to the required standard within the agreed timeframes, a recommendation can be made by the Vice-President to the executive committee to terminate the contract early.