Connecting a World of Pharmaceutical Knowledge

Operations Management COP Website Task Team Position Description

Updated on 30 January 2012

COP Web site Facilitator Position Overview:

COP Website Facilitators assist the Operations Management (OM) COP Steering Committee with stewarding the body of knowledge associated with the COP and related discipline. While Facilitators are not required to be a member of the COP Steering Committee, they must work closely in collaboration with Steering Committees to ensure community content is being developed, managed, and disseminated in a manner consistent with the mission, vision, and goals of the COP.

Position Purpose and Objectives:

Facilitators ensure that new Web site content is created and added on a regular basis and that the existing content remains current and relevant. COP Web site Facilitators are also responsible for ensuring that online discussions are appropriate, relevant and related to the discipline of the particular COP. They also ensure discussions are free of commercialism and inappropriate language.

Appointed by: COP Chair/Co-Chair

Responsibilities of this Position:

Community Discussions Management (pertains to the Community Discussions tab on the Web site):

- Monitor community discussions and encourage further dialogue or responses as needed. Add own input/response and encourage Steering Committee members to participate in discussions as subject matter experts
- "Seed" community discussions if none or few are being generated. Post new discussions each time new content is added to the Web site.
- Communicate regularly with Steering Committee Members about relevance and appropriateness of content generated in the Community Discussions. Take action as necessary to edit, add, or suggest the deletion of the content.
- Advise Steering Committees and ISPE COP Staff Project Manager of inappropriate content, behavior, or issues that may develop

Web Site Content Management (pertains to all tabs below Community Discussions on the Web site):

- Identify potential content appropriate for the COP Web site by communicating with COP Steering Committee members as well as other members (education session speakers, local COP leaders, etc.) who may have appropriate content to add. This may include but is not limited to links, articles, publications, documents, presentations, discussion summaries, graphs, charts, conferences, training courses, and any other content appropriate for the COP Web site.
- Provide updated and/or new content to ISPE Staff Project Manager in the format such content should be added to the Web site. Identify the specific section of the Web site the content should be added to.
- Notify ISPE Staff Project Manager about outdated content that should be removed and if current information or news should replace it.
- Contact ISPE Staff Project Managers with questions.

Skills/Experience Requirements for this Position:

- The incumbent must be an ISPE member
- The incumbent should be a subject matter expert in the discipline of the COP
- The incumbent should have strong technical skills with experience or at least the aptitude to learn
- Project management skills are a strong plus
- Technical aptitude is helpful but not necessary

Length of Service: 1 Year Additional Details (optional): The COP may define a longer term of office

Time Commitment: Approximate hours per week: 1 to 1.5 hours per week

Work will be ☐ intermittent ☒ regular ☐ regular with peaks requiring additional effort.

Resource Requirements **Provided by ISPE staff or volunteers:** Administrative assistance and support is provided by the ISPE Staff Project Manager. Strategic guidance related to suitable content for the community is provided by approximately 10-15 COP Steering Committee Members. **Expected from the volunteer (or his/her employer):** Commitment to monitoring and updating COP Web site on a weekly basis
Meeting Schedule: COP Web site Facilitators may be asked to participate in Steering Committee meetings or conference calls on an as needed basis
Attendance Requirement: COP Web site Facilitators should make every attempt possible to participate in scheduled meetings and conferences calls

Volunteer Expectations

- ✓ *Actively participate in meetings*
- ✓ *Read materials and come prepared to each meeting*
- ✓ *Listen to people and ideas*
- ✓ *Become knowledgeable of the Society's policies and procedures*
- ✓ *Complete assignments on time*
- ✓ *Respond to communications in a timely manner*
- ✓ *Develop a good relationship with Staff*
- ✓ *Respect confidentiality*
- ✓ *Fully support all decisions of the Board and Committee*
- ✓ *Always act in the best interests of ISPE*

If you are interested in volunteering for this position please click the link to complete a Volunteer Profile **http://www.ispe.org/volunteerprofile**