

## Terms of Reference ISSA Secretariat

### Organization and Membership

The Secretariat is the function that provides administrative support to ISSA. The Secretariat is headed by the ISSA Secretary, who works for the ISSA CEO Office.

The Secretariat is responsible for:

- ensuring that the day-to-day operations of the Association are completed
- supporting the CEO Office, the Executive Board (Board) and the Operating Committee (OC) in the performance of their roles

The Secretariat is not responsible for:

- the subject matter addressed by ISSA or its Working Groups
- being an external representative of ISSA, except where corporate administration and secretariat services in the narrow sense are concerned

### Mandate

#### General Administration

- Provide general administrative support, primarily for the CEO and the Secretary
- Handle inquiries submitted to the CEO and Secretary
- Produce presentation material for Board and OC Meetings and for external events
- Create and maintain up-to-date Member records and distribution lists in the CRM tool and Collaboration tool
- Assists with the invoicing process for both membership and Symposium fees
- Track the membership history through off-line reports
- Maintain the Association's by-laws
- Maintain the correspondence with the Zürich Registry of Commerce
- Maintain ISSA's corporate archive

#### Communication Support and Website Maintenance

- Maintain and update the ISSA Website with agreed content
- Manage the contact with the Website server and domain name registration providers
- Manage the access rights to the 'Member Section' of the ISSA Website
- Create and review ISSA documents according to the ISSA corporate design
- Post ISSA-related news, articles, Newsletters, reports, etc. through ISSA's social media sites and other agreed distribution channels

### **Event Organization**

- Work with the CEO and Secretary on agreeing the logistics for the Symposium and other events (e.g. SIBOS)
- Coordinate with venues, where necessary, on room requirements, technical equipment, accommodation and catering
- Manage the registration process (invitations, acceptances, invoice tracking, enquiry handling)
- Organize and oversee transportation and welcome desk facilities where required
- Prepare and oversee the event execution process, including preparing and maintaining the event plan
- In addition, for the Symposium, handle on-site support for the Program Management, moderators, speakers and participants

### **Corporate Administration**

- Handle the corporate accounting for the Association
- Manage the Swiss VAT accounting and effect the quarterly filing of VAT tax returns
- Prepare the Swiss Federal and State tax returns
- Manage the invoicing process for both membership and Symposium fees
- Manage ISSA's cash and securities accounts with UBS Zurich including payment of invoices, but excluding management of investments
- Prepare the audit documentation and liaise, where required, with the external auditor