

## So, you're Bond's primary contact. What does that mean?

Thank you so much for agreeing to be the primary contact for your Bond membership.

Your role is vital in making sure your organisation and all your colleagues get the most from Bond. There are three main responsibilities that come with the role, none of which are designed to be time consuming, but all of which are really important when it comes to making your membership tick. If you have a question, no matter how big or small, please reach out to us at [membership@bond.org.uk](mailto:membership@bond.org.uk) – we're always here to help!

### Keeping your colleagues in the loop

First and foremost, the most important part of your role as primary contact is helping to keep your colleagues abreast of what's on and the ways they may wish to be involved. You will receive a monthly email on the last Friday of each month which provides a rundown of upcoming events, working group meetings, information that's important to our members and a selection of recent blogs from the membership. We ask that you forward this email widely within your organisation – perhaps you have an all staff email group? That would be perfect!

We ask that you don't unsubscribe from our communications as you're the key point of contact and integral to making sure your membership works. **It's a condition of membership that we have an active primary contact.** If you think this role isn't for you, please speak with the person who nominated you at your organisation to find out who a better alternative might be. Please let us know if you're moving on from the organisation and how is best to replace you in this role.

### Letting us know about changes

If there are changes in key personnel, especially if there are changes in your senior team or section leads, please let us know. This is important to make sure the right information can reach the right people in your organisation. Sometimes, we may send through a list of the contacts we hold for your organisation. It's really helpful if you're able to let us know if it is current. We won't ask you to do this regularly. We realise this might be more difficult in a larger or multi-national organisation, so please just let us know the information as far as you're able.

### Your renewal notification and invoice

As primary contact, you'll also receive your annual renewal notification. This will let you know what you need to do to remain a Bond member in the year ahead. It will contain a link to a simple form to complete, and we'll do the rest! You will need to know your organisation's annual expenditure as per your most recent audited accounts to complete the form.

Once that has been completed, we'll confirm your renewal and send through your invoice. The invoice will come to you directly – please help us by forwarding on to your finance department or whoever will process it for payment.

If you require a PO number included on your invoices, please drop us a line confirming the PO number to [membership@bond.org.uk](mailto:membership@bond.org.uk) when you renew your membership.

**Don't worry, it's not your role to support your colleagues if they run into problems trying to access Bond** – if anyone has any queries or gets stuck just point them in our direction [membership@bond.org.uk](mailto:membership@bond.org.uk) and we'll make sure it's all taken care of.