



Position Title	Events Coordinator
Employment Type	Full-time Fixed-Term
Unit	Conference & Events
Location	Sydney
Award	Clerks – Private Sector Award 2010
Award Level	3
Date	October 2017
Reviewed by	HRBP, CEM, Mgr. Bus Ops

#### Position Context

The RACP Conference & Events Team provides coordination and administration services that make it easy for College Members and staff to access services or events either in-person or via videoconference. The Events Team manage all aspects of the RACP internal (Sydney and Melbourne) and external meetings and events. The RACP is a leader in medical education and health policy in Australia and NZ.

The Event Coordinator (EC) reports to the Conference & Events Manager (CEM) and is supervised on a daily basis by the Senior Event Coordinators (SEC). The EC works closely with other events staff, Fellows, Trainees and staff in other areas of the College in the delivery of internal and external meetings and events.

#### Position Purpose

To assist with the delivery of high quality in person and web-based meetings, events and conferences through strong attention to detail, creativity with a focus on customer service, collaboration and communication.

#### Position responsibilities

- Successfully support the coordination of all logistical aspects of both internal and external event delivery, including videoconferences, annual scientific meeting, teleconferences, all in-house meetings & events and other events as required. This includes the planning, delivery and post event stages of meetings, events and conferences.
- Support and maintain relationships with key Fellows, Trainees, Staff, specialty societies and other outside organisations who contribute to the requirements of meetings, events and conferences.
- Coordinate the use of facilities and the provision of services by staff and external contractors as appropriate, including room bookings, set up and pack up, catering, meeting support and ensuring the cleaning of facilities after use.
- Prepare, collect and report to the CEM on feedback received from clients who have used the College facilities for meetings and events.
- Ensure all technological issues for events are managed efficiently and continuing issues are reported to the SEC and CEM.
- Manage the day-to-day relationship with suppliers for the various components of event delivery including the College caterers, venues, technology suppliers etc.
- Any other ad-hoc requirements



Competencies required for success	
Title:	Skilled Definition:
<b>Action Oriented</b>	Taking on new opportunities and tough challenges with a sense of urgency, high energy and enthusiasm
<b>Collaborates</b>	Building partnerships and working collaboratively with others to meet shared objectives
<b>Communicates Effectively</b>	Developing and delivering multi-mode communications that convey a clear understanding of the unique needs of different audiences
<b>Customer Focus</b>	Building strong customer relationships and delivering customer-centric solutions
<b>Builds Networks</b>	Effectively building formal and informal relationships networks inside and outside the organisation
<b>Plans and Aligns</b>	Planning and prioritising work to meet commitments aligned with organisational goals
<b>Self-development</b>	Actively seeking new ways to grow and be challenged using both formal and informal development channels
<b>Optimizes Work Processes</b>	Knowing the most effective and efficient processes to get things done, with a focus on continuous improvement
<b>Nimble Learning</b>	Actively learning through experimentation when tackling new problems, using both successes and failures as learning fodder
<b>Tech Savvy</b>	Anticipating and adopting innovations in business building digital and technology applications

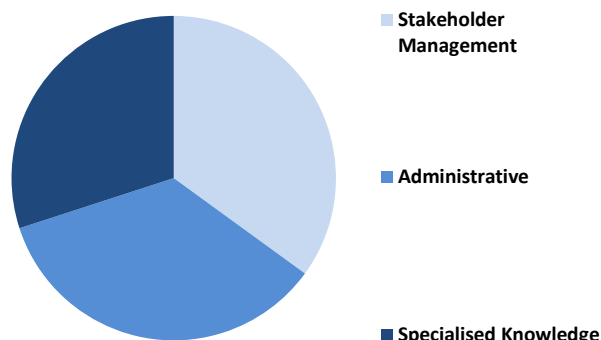
Reporting Relationships
<b>Reports to:</b> <i>Conference &amp; Events Manager</i>
<b>No of direct reports:</b> <i>n/a</i>
<b>No of reports:</b> <i>n/a</i>
Key Stakeholders
<ul style="list-style-type: none"><li>• College Staff</li><li>• Fellows and Trainees</li><li>• Speciality Societies</li><li>• External suppliers</li></ul>
Extent of Authority
<ul style="list-style-type: none"><li>• <i>No Budget Authority</i></li><li>• <i>No Delegation Authority</i></li></ul>



#### What makes the role complex

- Managing the expectations of multiple stakeholders
- Working within a risk adverse organisation
- Using skills to positively influence stakeholders to achieve positive outcomes
- Managing multiple events with competing deadlines
- Managing multiple suppliers and service providers

#### Distribution of work



#### Essential Attributes

- Proven experience in an event coordinator position
- A commitment to client service and strong interpersonal skills
- Proven track record of executing events and conferences
- Experience in administrative aspects of meetings, events and conferences including and understanding of venue management
- Ability to balance multiple priorities and events/meetings efficiently and effectively
- Self-motivated with the ability to work independently
- Excellent communication skills including experience in speaking to small and large groups
- Professional personal presentation
- Outstanding organisational skills, initiative and problem solving ability
- Ability and willingness to re-set rooms, clear and clean rooms and participate in the delivery of on-site meetings and events
- Proficiency in Microsoft Office Suite 2010, with particularly strong skills in Excel and Power point
- Knowledge of IT platforms and ability to trouble shoot basic IT techniques
- Technical knowledge of webcasting platforms
- Flexible work schedule, including working early mornings, nights and occasional weekends

#### Desirable Attributes

- Qualifications in events management or related field
- Knowledge of forums and chat functions
- Knowledge of videoconferencing and teleconferencing equipment
- Experience working on the Client side of event management



Would suit somebody who.....

- Has a passion for working as part of a team/s and has experience in working as part of project teams
- Is passionate about all aspects of meetings and events
- Is focused on finding solutions
- Is comfortable getting their hands dirty when needed and will actively participate in event management and will lead by example
- Has the ability and willingness to be mentored and coached to develop new skills and abilities
- Has the ability to learn new technologies quickly and effectively and is then able to teach others the technology and/or walk them through using the technology
- Is highly focused on delivering outstanding customer service
- Is willing and happy to collaborate and communicate with all meeting and event stakeholders
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