



CAUDIT

THE COUNCIL OF AUSTRALASIAN
UNIVERSITY DIRECTORS OF INFORMATION TECHNOLOGY

Candidate Information Pack

Capability & Experience Coordinator

2022



WORK WITH US

At CAUDIT, we enable the application of digital capabilities to transform education and research

We are a member owned and directed not-for-profit association, and our Membership comprises Universities and Research Institutions across Australasia. You can read more about CAUDIT at caudit.edu.au/about.

We work with the senior IT leaders across Higher Education and Research

CAUDIT Members are represented by the most senior IT person in their organisation. We work with thought leaders and decision makers, supporting them to ensure they have the information, networks, and tools they need to lead the application of digital capabilities to transform education and research.

We deliver collaborative and impactful services

We are a small team that deliver high impact services spanning sector procurement, cybersecurity, leadership development, sector analytics, events, engagement pathways and communities of practice. With a large array of interesting projects, you'll never be bored working at CAUDIT. Our extensive portfolio of services provides significant opportunities for innovation, professional growth, and development. You can explore the work we do in more detail at caudit.edu.au.

We work remotely

Our Members are based across Australasia and so are we. We work remotely, so you can be anywhere in Australia, and we will give you the tech and tools you need to thrive with us online. To make sure our colleagues still exist outside the screen, we bring the team together a couple of times a year to connect and collaborate.

We believe in work life balance

We believe people work better when they are given the space to be themselves and the time to enjoy life outside of work. We take a flexible approach to working hours and empower our staff to pursue the things that matter most to them outside the office.

Our organisational values underpin everything we do

We trust and support each other. We work **collaboratively** and share ideas and experiences. We seek and **respect** the views of all our team members. We encourage **participation** and work together to get the job done. We support our team to lead through strategic thinking and innovative practices.

If you're not sold already, here are a few more benefits to working at CAUDIT:

- 35 hour working week
- 17% Superannuation
- 5 days additional paid annual leave

POSITION DESCRIPTION

Position: Capability & Experience Coordinator

August 2022

About the role

CAUDIT is looking for a collaboratively minded and enthusiastic person to join our Capability and Experience team. You will be working in a supportive environment to assist in the successful delivery of corporate events and sector professional development programs for both in-person and online formats.

Primary activities of the role involve logistical support such as travel and accommodation bookings, registration and payment tracking, website management, contact list management, printing of materials and exploring and using innovating technologies to enhance the experiences of our customers and facilitate collaboration.

The position works closely with internal staff and a broad range of stakeholders including CAUDIT members, program facilitators, event delegates, speakers, sponsors and service providers.

Key Result Areas and Responsibilities

1. Take a hands-on approach to ensure successful delivery of key CAUDIT events and programs through a broad range of support functions:

- Make flight, accommodation, ground transfers and group catering bookings.
- Prepare Information Packs for delegates.
- In consultation with the activity owner, contribute to event and program budgets by sourcing quotes and providing estimates of costs.
- Confirm bookings with suppliers and process invoices
- Monitor registrations and payments.
- Draft program acceptance letters and other correspondence.
- Collate and print program materials.
- Maintain event and program webpages.
- Onsite support where appropriate.
- Undertake post event financial reconciliations.
- Contribute to post event evaluations with a view to improving efficiencies and overall experiences.

2. Keep documentation updated and assist with administrative tasks:

- Maintain distribution lists.
- Maintain online collaboration spaces.
- Update procedure documents.

3. Ensure compliance with all relevant financial and legal requirements as applicable.

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Key Selection Criteria

Essential:

1. Proven track record in coordinating and supporting a range of internal or external events or programs including travel, accommodation and supplier bookings along with the creation of logistics documentation for participants.
2. Sound administrative experience across a broad range of areas.
3. Demonstrated experience working with online collaboration tools.
4. Demonstrated experience maintaining end-to-end supplier relationships.
5. Strong forward planning, scheduling and task management skills, including the ability to appropriately prioritise tasks and effectively manage conflicting deadlines.
6. Excellent communication skills, both written and verbal, including meticulous attention to detail.
7. Ability and interest in learning new technologies to enhance the delivery of events or programs.
8. Collaborative working style with an ability to work within a team in a hands-on capacity to achieve individual, team and organisational goals.

Desirable:

9. Experience using EventsAir event management software.
10. Previous experience supporting corporate events or programs.
11. Experience working in a small, virtual (remotely based) team environment.

About you

- You will demonstrate energy, initiative and creativity in all job aspects.
- You value creating and maintaining solid working relationships with your colleagues and stakeholders.
- You will be customer focused with a can-do frame of mind driven to provide high level professional support that supports all aspects of the business, and which clearly demonstrates that customer satisfaction and relationships are paramount.
- You demonstrate initiative to improve job efficiencies and experiences.
- You are interested in personal growth.
- You openly demonstrate values of trust, integrity, honesty, fairness and reliability, conveying a strong work ethic.

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Qualifications

A combination of education, relevant experience, broad knowledge and industry training.

Reporting Relationships

The position reports to the Director, Capability and Experience and will be working closely with other key staff.

Other information

1. Salary range \$74K - \$76K plus 17% super.
2. The position is a 35hr pw full-time position, with normal office hours from Monday through Friday.
3. Some out of hours work may be required from time to time.
4. Travel will be required for interstate trips within Australia at least twice per year.
5. CAUDIT's head office is in Canberra, with staff located in the ACT, WA, VIC, NSW and QLD.
6. An office space can be provided although flexible arrangements including working from home will be supported where trust has been established and does not impact on the ability to carry out duties, or burden CAUDIT with material additional costs or OH&S compliance obligations.
7. This role operates as part of a virtual team. It is essential that the successful candidate feels comfortable and self-motivated operating in this environment.
8. Applicants are required to be eligible to work in Australia.

How to apply

Written applications addressing the selection criteria and resume including the names and contact details of two professional referees should be sent to recruitment@caudit.edu.au with the subject line: Capability and Experience Officer Application.

Applications will remain open until the position is filled.

Important: it is essential that applicants specifically address the selection criteria. Where selection criteria has not been addressed applications may not be considered.



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Stay in touch



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