



EVENT ADMINISTRATOR

POSITION DESCRIPTION

Position Details			
Position Title	EVENT ADMINISTRATOR	Reports To	CP Partner (Elaine & Melinda)
Location	On site location is Dingley, Victoria.		

Purpose of Position
<p>Conference Professionals is a small and vibrant conference management consultancy. We're an emerging brand and we are embarking on an exciting stage of growth. Our point of difference? We curate conferences for clients in the not-for-profit sector and membership associations. We work with our clients to deliver tailored conference solutions ranging from large scale, multi day conferences with subsidiary experiences to smaller specialised events.</p> <p>Our aim is to work smarter, not harder and we do this through the use of innovative technology and a commitment to delivering an exceptional outcome every time through streamlined processes. Conference Professionals uses EventsAir to deliver conferences in face to face, hybrid or online formats and clients can choose from all or just some of the components of our conference service.</p> <p>This is a fantastic entry level position for the right person who is seeking an opportunity to work in the fast paced conference and event management industry. You will be working with a highly engaged team and core to your role will be supporting our busy conference managers, the conference team and the general office as we embark on this exciting stage of growth. You'll be coordinating the workflow, keeping track of our busy conference staff (many work remotely) and act as the "glue" that holds the system together. For the right person, this role provides enormous opportunity to grow and develop, as you'll have the chance to learn from our highly professional and talented team. An outcome-focussed person with a positive and can-do attitude will thrive in this role.</p> <p>The nature of this role requires the Event Administrator to work on site in our offices. Conference Professionals provides a flexible work environment and we will consider work from home or varying hours as the successful candidate settles into the position.</p>

Core Responsibilities
<ul style="list-style-type: none"> • Coordinating the smooth running of the office by assisting with setting up efficient systems, keeping tabs of our busy conference staff and providing exceptional customer service (internal and external). • Volunteer liaison: Work with volunteers to meet clients' expectations, within guidelines, in relation to event administrative tasks. • Assisting with conference set up and testing using EventsAir. • Supplier liaison: Coordinate suppliers, ensuring timely and accurate delivery of all requirements. • Marketing and Communications: Assist with the planning, preparation and distribution of marketing and communications collateral, including updating websites and composing/sending broadcast emails. • Event registrations and delegate support: Facilitate registrations, prepare and deliver delegate items including name badges, evaluations and attendance certificates. • Sponsorship and exhibition: Provide administrative support and assist with logistics.



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- Customer service: Respond to all relevant enquiries and perform other duties from time to time as directed
- Contribute to the development and growth of both the conference and CP team through seeking opportunities for improvement and maintaining positive interactions.

Key Capabilities	Accountabilities
Relationship Building	Demonstrated strong relationships with all internal and external stakeholders
Teamwork	Participate in team tasks Provide support to the Conference Professionals team Work as an 'us' and 'we' not an 'I'
Integrity & Personal Awareness	Pride in your work and presentation Goodwill with the Conference Professionals brand
Communication	Maintain excellent communication lines with stakeholders Ability to clearly and concisely communicate to all internal and external stakeholders Deliver your message in a professional manner and positive manner
Influence & Negotiation	Ability to liaise with stakeholders to achieve the desired outcome
Problem Solving & Decision Making	Ability to solve issues with staff, suppliers and customers Confidence to make an informed decision within the scope of the position
Health & Safety	To perform all duties of the role in accordance with the Company's Health, Safety and Environmental Standards.

Prerequisites – Qualifications & Experience

- A minimum of 2-3 years' work experience in event management in a professional association environment
- Experience working with volunteers and/or committees
- Demonstrated understanding of delivering professional development and networking events
- Demonstrated capability with meeting management package(s), MS Word, Excel, PowerPoint, Outlook and Publisher to at least at intermediate level
- Experience working with online registration systems, member databases and website content management systems. Experience working with EventsAir and project management software will be highly regarded
- Experience with Adobe InDesign or similar
- Experience with online learning systems
- Relevant tertiary qualification(s).

Key Competencies

- Demonstrated ability to think critically and develop solutions to achieve client goals
- Demonstrated capacity to prioritise and manage multiple tasks and day-to-day duties simultaneously, within agreed timelines and budgets
- Demonstrated ability to provide excellent customer service with exceptional attention to detail
- Ability to work autonomously and with initiative, as well as contribute as part of a small but driven team
- Proactive, outcome-focused approach and a commitment to ongoing professional and personal growth
- Excellent written and verbal communication skills