



## POSITION DESCRIPTION

Position Details			
<b>Position Title</b>	Conference Manager or Conference Coordinator	<b>Reports To</b>	CP Partner (Elaine & Melinda)
<b>Location</b>	Hybrid, on site or mix. On site location is Dingley, Victoria.		

Purpose of Position
<p>Conference Professionals is a small and vibrant conference management consultancy. 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 <b>EventsAir</b> 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 opportunity is ideal for an experienced and motivated person seeking to apply their knowledge and skills across conference management and associated committee and stakeholder management in the not for profit and membership association sector. You will be working with a highly engaged team through day-to-day and/or onsite conference co-ordination for an agreed number of conferences. No two days will be the same in this busy role and you'll have the chance to really flex your multi-tasking, problem solving and organisational skills. An outcome-focussed person with a positive and can-do attitude will thrive in this role.</p> <p>Conference Professionals provides a flexible work environment and a full time, four day week or contract arrangement will be considered. The role does require occasionally working outside normal business hours, with some weekend work and onsite attendance at conferences located all around Australia and in New Zealand. This role can be done remotely, on site or a mix and full training will be provided</p>

Core Responsibilities
<ul style="list-style-type: none"> <li>• Working in a supportive team, act as Conference Manager/Conference Coordinator providing full end-to-end coordination of allocated conferences, including but not limited to:</li> <li>• Committee secretariat duties: Prepare agendas, minutes and action lists for committees, influence volunteers to achieve outcomes.</li> <li>• Using the <b>EventsAir</b> platform, set up and manage the conference as required.</li> <li>• Financials: Develop accurate budgets and provide regular financial reports.</li> <li>• Venue and supplier liaison: Work with suppliers including venues to negotiate favourable contracts, oversee timely delivery of all requirements.</li> </ul>

- Program planning: Work with the organising committee to plan an appropriate education and social program, undertake all communication with speakers, suppliers and others to ensure appropriate delivery.
- Communications and marketing: Plan relevant communications and marketing campaigns, including development and distribution of all collateral.
- Registrations and delegate support: Oversee the registration process, including the delivery of delegate items such as name badges, evaluations and attendance certificates.
- Sponsorship and exhibition: Provide support to the Conference Lead to maximise income and ensure all aspects are managed appropriately.
- Customer service: Respond to all relevant enquiries and perform other duties from time to time as directed.
- Contribute to other conferences as required, either on an ad hoc or planned basis.
- 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
<b>Relationship Building</b>	Demonstrated strong relationships with all internal and external stakeholders
<b>Teamwork</b>	Participate in team tasks Provide support to the Conference Professionals team Work as an 'us' and 'we' not an 'I'
<b>Integrity &amp; Personal Awareness</b>	Pride in your work and presentation Goodwill with the Conference Professionals brand
<b>Communication</b>	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
<b>Influence &amp; Negotiation</b>	Ability to liaise with stakeholders to achieve the desired outcome
<b>Problem Solving &amp; Decision Making</b>	Ability to solve issues with staff, suppliers and customers Confidence to make an informed decision within the scope of the position
<b>Health &amp; Safety</b>	To perform all duties of the role in accordance with the Company's Health, Safety and Environmental Standards.

Prequisites – Qualifications & Experience
<ul style="list-style-type: none"> <li>• A minimum of 3 years work experience in conference management with a specific focus on professional development events – (or in the case of a conference coordinator, a recent graduate with the right attitude).</li> <li>• Experience working in or with membership organisations, including with committees or volunteers</li> <li>• Experience using <b>EventsAir</b> will be well regarded.</li> <li>• Uncompromising commitment to quality and improvement, supporting the efficient delivery of services</li> <li>• Demonstrated capability with conference management package(s), MS Word, Excel, PowerPoint, and Outlook to at least at intermediate level</li> <li>• Experience working with online registration systems, member databases and website content management systems</li> <li>• Availability to attend committee meetings, mainly via teleconference, which may be scheduled in evenings</li> </ul>

- Availability to work onsite at some conferences throughout the year, for between 2 and 5 nights – these may be held during the week, over the weekend, or a combination and are held in Australia or New Zealand.
- Experience leading a small team
- Providing strategic leadership with respect to professional development events
- 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
- Ability to work autonomously and with initiative, as well as provide leadership to a small but driven team
- Proactive, outcome-focused approach and a commitment to ongoing professional and personal growth
- Demonstrated ability to provide excellent customer service with exceptional attention to detail
- Excellent written and verbal communication skills