



Position Title	Administration Officer, Events
Employment Type	Part-time
Unit	Conference and Events
Location	Sydney
Award	Clerks Private Sector Award 2010
Award Level	Level 2
Date	September 2024
Reviewed by	Conference & Events Manager and Business Partner, People & Culture

#### Position Context

The RACP is a leader in medical education and health policy in Australia and NZ. 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 Administration Officer, Events reports to the Conference & Events Manager (CEM) works closely with other events staff to provide administrative support to the Conference & Events team.

#### Position Purpose

To provide an exceptional customer service experience to our employees, members and visitors through strong attention to detail, high level customer service, collaboration and communication.

#### Position responsibilities

- Act as initial point of contact at 1 O'Connell St
- Provide exceptional customer service by managing all internal and external visitors, and contractors through 1 O'Connell St, maintaining high standards of security, including allocating temporary access passes to visitors and ensuring all passes are returned.
- Deal with customer complaints in a professional manner and escalating as appropriate.
- Utilise the visitor management system
- Plan for daily arrival and with a knowledge of VIP arrivals and appointments.
- Liaise with Facilities and Venue/Event Coordinators to assist with groups, visitors and events guests for client rooms and areas, to ensure a smooth customer flow.
- Managing a busy meetings diary and meeting requirements
- Manage or assist with accurate and comprehensive document and information management including record keeping, policy updates and version control, invoice coding, business reporting, procedure documents, project filing, and data entry
- Provide general office support; ordering stationery and equipment supplies.
- Assist in preparing supporting materials for events; name tags, signage, attendance records
- Liaising with CEM to manage and process invoices and assist with ongoing monitoring of annual budgets
- Respond to emails enquiries and monitor a busy inbox



- Answering telephone calls and voicemail messages in a timely manner
- Record meeting minutes, type and disseminate to key stakeholders
- Contribute to a cohesive and collaborative team environment by sharing information, supporting and assisting colleagues in a proactive way to meet goals and deadlines.
- Contribute to business improvement initiatives as appropriate.
- Support the events team with, tech troubleshooting etc.
- Assist with projects as required
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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>Plans and Aligns</b>	Planning and prioritising work to meet commitments aligned with organisational goals
<b>Optimizes Work Processes</b>	Knowing the most effective and efficient processes to get things done, with a focus on continuous improvement
<b>Tech Savvy</b>	Anticipating and adopting innovations in business building digital and technology applications
<b>Demonstrates Self-awareness</b>	Using a combination of feedback and reflection to gain productive insight into personal strengths and weaknesses
<b>Situational Adaptability</b>	Adapting approach and demeanour in real time to match the shifting demands of different situations

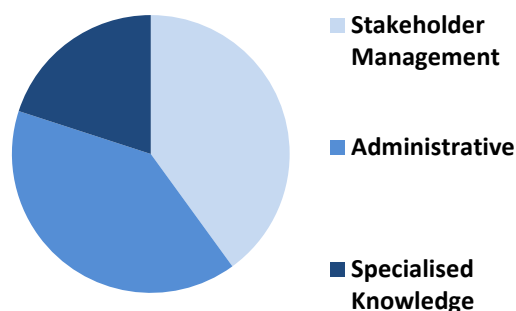
Reporting Relationships
<b>Reports to:</b> Conference and Events Manager
<b>No of direct reports:</b> n/a
<b>No of reports:</b> n/a
Key Stakeholders
<ul style="list-style-type: none"> <li>• College employees</li> <li>• Fellows and Trainees</li> <li>• Speciality Societies</li> <li>• External suppliers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

What Makes the Role Complex

Distribution of Work



- Managing the expectations of multiple stakeholders
- Providing consistent high levels of customer service



#### Essential Attributes

- Solid experience in providing a full range of administrative support to a team. Intermediate proficiency in using a range of software applications including MS Office – Outlook, Word, Excel, Visio – and databases.
- Well-developed written and verbal communications skills with a focus providing strong customer service.
- Excellent organisational and time management skills with the ability to establish priorities and manage workloads.
- Exposure to projects and/or familiarity with providing project support to one or more colleagues within a deadline-oriented environment.
- Well-developed prioritising and deadline management capabilities to meet the changing needs of the team.
- Strong professional customer service focus with an ability to build effective working relationship at all levels of the organisation.
- Ability to multi-task activities while maintaining a high attention to detail.
- Proven ability to work in a collaborative team environment and independently.
- Strong interpersonal skills with inherent sensitivity to confidential information.
- Ability to perform duties responsibly under limited supervision to ensure the achievement of team goals.
- Ability and willingness to re-set rooms, clear and clean rooms and participate in the delivery of on-site meetings and events

#### Desirable Attributes

- Experience in a professional organisation
- Relevant tertiary qualification such as TAFE certificate/diploma in office administration
- Knowledge of IT platforms and ability to trouble shoot basic IT techniques is beneficial
- Technical knowledge of webcasting platforms is beneficial
- Knowledge of videoconferencing and teleconferencing equipment
- Experience in hospitality and events
- Has experience in food safety handling
- Has a certificate or is willing to undergo training in responsible service of alcohol
- Experience working in an event venue



Would suit somebody who.....

- Is highly focused on delivering outstanding customer service
- Enjoys working across teams
- Is focused on finding solutions
- Is comfortable getting their hands dirty when needed and will actively participate in setting up, turning around
- 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