

## Position Description

### Event Coordinator, Conference & Events

Member Engagement & Support | Unit | Award: Level

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| <b>ABOUT THE RACP</b>       | <p>The Royal Australasian College of Physicians ('RACP') connects, represents, and trains specialists from a number of specialities across Australia and Aotearoa New Zealand. The RACP provides services to support the delivery of training, continuing professional development, and health policy and advocacy to medical health professionals.</p>  |
| <b>POSITION PURPOSE</b>     | <p>The Member Engagement &amp; Support (MES) team has a strong outward, member facing focus with the primary aim of enhancing the membership experience for RACP members. The MES team develops and fosters positive relationships between the RACP and the membership across Australasia.</p> <p>This role sits within the Conference &amp; Events Team and leads the operations of Sydney-based office space to ensure operational efficiency and excellence. The Conference &amp; Events Team manages all aspects of the RACP internal (Sydney and Melbourne) and external meetings and events.</p> <p>This role assists 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.</p>   |
| <b>KEY ACCOUNTABILITIES</b> | <ul style="list-style-type: none"><li>- Successfully support the coordination of all logistical aspects of both internal and external event delivery, including annual scientific meetings, teleconferences, all in-house meetings &amp; events and other events as required. This includes the planning, delivery and post event stages of meetings, events and conferences.</li><li>- Plan and deliver webinars end-to-end, including platform setup, speaker coordination, content development, technical support, and post-event editing and distribution.</li><li>- 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.</li><li>- 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.</li><li>- Prepare, collect and report to the CEM on feedback received from clients who have used the College facilities for meetings and events.</li><li>- Ensure all technological issues for events are managed efficiently and continuing issues are reported to the SEC and CEM.</li></ul> |

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|                        | <ul style="list-style-type: none"> <li>- Manage the day-today relationship with suppliers for the various components of event delivery including the College caterers, venues, technology suppliers etc.</li> <li>- Provide on the ground support when required.</li> <li>- Any other ad-hoc requirements</li> </ul>   |
| <b>COMPLEXITIES</b>    | <ul style="list-style-type: none"> <li>- Managing the expectations of multiple stakeholders</li> <li>- Working within a risk adverse organisation</li> <li>- Using skills to positively influence stakeholders to achieve positive outcomes</li> <li>- Managing multiple events with competing deadlines</li> <li>- Managing multiple suppliers and service providers</li> </ul>   |
| <b>ROLE DIMENSIONS</b> | Reporting Line: Conference & Events Manager<br>Direct Reports: N/A<br>Team Reports: N/A  |
| <b>COMPETENCIES</b>    | <ul style="list-style-type: none"> <li>- Action Oriented: Taking on new opportunities and tough challenges with a sense of urgency, high energy and enthusiasm</li> <li>- Collaborates: Building partnerships and working collaboratively with others to meet shared objectives</li> <li>- Communicates Effectively: Developing and delivering multi-mode communications that convey a clear understanding of the unique needs of different audiences</li> <li>- Customer Focus: Building strong customer relationships and delivering customer-centric solutions</li> <li>- Plans and Aligns: Planning and prioritising work to meet commitments aligned with organisational goals</li> <li>- Self-development: Actively seeking new ways to grow and be challenged using both formal and informal development channels</li> <li>- Optimizes Work Processes: Knowing the most effective and efficient processes to get things done, with a focus on continuous improvement</li> <li>- Nimble Learning: Actively learning through experimentation when tackling new problems, using both successes and failures as learning fodder</li> <li>- Tech Savvy: Anticipating and adopting innovations in business building digital and technology applications</li> <li>- Demonstrates Self-awareness: Using a combination of feedback and reflection to gain productive insight into personal strengths and weaknesses</li> <li>- Situational Adaptability: Adapting approach and demeanour in real time to match the shifting demands of different situations</li> </ul> |
| <b>EXPERIENCE</b>      | <b>Essential</b> <ul style="list-style-type: none"> <li>- Proven experience in an event coordinator position</li> <li>- A commitment to client service and strong interpersonal skills</li> <li>- Proven track record of executing events and conferences</li> <li>- Proven ability to manage end-to-end delivery of online events, including speaker coordination, AV checks, and audience engagement.</li> </ul>   |

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|  | <ul style="list-style-type: none"> <li>- Solid understanding of event logistics, both virtual (webinar platforms, online registration, digital content) and physical (venue operations, catering, AV).</li> <li>- Experience in administrative aspects of meetings, events and conferences including and understanding of venue management</li> <li>- Ability to balance multiple priorities and events/meetings efficiently and effectively</li> <li>- Self-motivated with the ability to work independently</li> <li>- Excellent communication skills including experience in speaking to small and large groups</li> <li>- Professional personal presentation</li> <li>- Outstanding organisational skills, initiative and problem-solving ability</li> <li>- Ability and willingness to re-set rooms, clear and clean rooms and participate in the delivery of on-site meetings and events</li> <li>- Proficiency in Microsoft Office Suite 2010, with particularly strong skills in Excel and Power point</li> <li>- Knowledge of IT platforms and ability to trouble shoot basic IT techniques</li> <li>- Technical knowledge of webcasting platforms</li> <li>- Flexible work schedule, including working early mornings, nights and occasional weekends</li> <li>- IT Capabilities: Microsoft Office Suite, SharePoint and video/teleconferencing platforms, EventsAir</li> </ul> <p><b>Desired</b></p> <ul style="list-style-type: none"> <li>- Qualifications in events management or related field</li> <li>- Knowledge of forums and chat functions</li> <li>- Knowledge of videoconferencing and teleconferencing equipment</li> <li>- Experience working on the Client side of event management</li> </ul> |
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We are  
**Accountable**

We act with integrity, taking responsibility for actions and outcomes.

We  
**Collaborate**

We share information, foster participation, and build relationships for common goals.

We  
**Indigenise and Decolonise**

We partner, resource and embed Indigenous knowledge and ways to accelerate culturally safe change, to achieve equitable Indigenous futures.

We  
**Lead** the way

We reflect, adapt and learn in delivering best practice.

We are  
**Respectful**

We recognise our rich diversity and value each other's needs and contributions.