

## Position Description

### Front of House Coordinator, Conference & Events

Member Engagement & Support Department | Conference & Events | Clerks Private Sector  
Award: Level 3

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| <b>ABOUT THE RACP</b>       | 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.  |
| <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>The Front of House Coordinator reports to the Conference &amp; Events Manager (CEM) works closely with other events staff, and the Facilities team to provide a high level of customer service to employees and members that utilise 1 O'Connell.</p>   |
| <b>KEY ACCOUNTABILITIES</b> | <p>Front of House:</p> <ul style="list-style-type: none"><li>- Act as initial point of contact at 1 O'Connell St</li><li>- 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.</li><li>- Deal with customer complaints in a professional manner and escalating as appropriate.</li><li>- Utilise the visitor management system</li><li>- Plan for daily arrival and with a knowledge of VIP arrivals and appointments.</li><li>- 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.</li></ul> <p>Event Team Support:</p> <ul style="list-style-type: none"><li>- Managing a busy meetings diary and meeting requirements</li><li>- Provide general office support; ordering stationery and equipment supplies.</li><li>- Assist in preparing supporting materials for events; name tags, signage, attendance records</li><li>- Liaising with CEM to manage and process invoices and assist with ongoing monitoring of annual budgets</li></ul> |

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|                        | <ul style="list-style-type: none"> <li>- Respond to emails enquiries and monitor a busy inbox</li> <li>- Answering telephone calls and voicemail messages in a timely manner</li> <li>- On occasion, record meeting minutes, type and disseminate to key stakeholders</li> <li>- On occasion, support the events team with room set-up, tech troubleshooting etc.</li> <li>- Support service of catering in compliance with Food Handling Safety standards and monitor quality of food provided by the approved caterers</li> <li>-</li> </ul>   |
| <b>COMPLEXITIES</b>    | <ul style="list-style-type: none"> <li>- Managing the expectations of multiple stakeholders</li> <li>- Providing consistent high levels of customer service</li> </ul>   |
| <b>ROLE DIMENSIONS</b> | <p>Reporting Line: Conference &amp; Events Manager<br/>         Direct Reports: N/A<br/>         Team Reports: N/A</p>   |
| <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>- Optimizes Work Processes: Knowing the most effective and efficient processes to get things done, with a focus on continuous improvement</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>      | <p><b>Essential</b></p> <ul style="list-style-type: none"> <li>- Proven experience in a customer service position</li> <li>- A commitment to customer service and strong interpersonal skills</li> <li>- Ability to balance multiple priorities</li> <li>- Self-motivated with the ability to work independently and within a team</li> <li>- Professional personal presentation</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>- IT Capabilities: Microsoft Office Suite, SharePoint and video/teleconferencing platforms</li> </ul> <p><b>Desired</b></p>   |

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|  | <ul style="list-style-type: none"><li>- Knowledge of IT platforms and ability to trouble shoot basic IT techniques is beneficial</li><li>- Technical knowledge of webcasting platforms is beneficial</li><li>- Knowledge of videoconferencing and teleconferencing equipment</li><li>- Experience in hospitality and events</li><li>- Has experience in food safety handling</li><li>- Has a certificate or is willing to undergo training in responsible service of alcohol</li><li>- Experience working in an event venue</li></ul> |
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We are  
**Accountable**

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

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We  
**Collaborate**

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

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We  
**Indigenise and Decolonise**

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

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We  
**Lead** the way

We reflect, adapt and learn in delivering best practice.

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We are  
**Respectful**

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