



ashm

Supporting the HIV, Viral Hepatitis and Sexual Health Workforce

POSITION DESCRIPTION FOR EVENT COORDINATOR

Incumbent:	
Date Developed:	24-May-21
Date Last Updated:	23-May-22
Employment Terms:	Full-time (37.50 hours per week), 12 month fixed term employment contract, based in Sydney / hybrid.
Role Overview:	The Event Coordinator co-ordinates events within the Conference & Events Division (CED) with a particular focus on conference management.
Reporting Relationships:	Conference Operations & Account Manager, CED
Organisational Context:	<p>The Event Coordinator:</p> <ul style="list-style-type: none">- Is responsible for ensuring that they have a clear understanding of conference strategic goals and for carrying out their activities with strategic goals in mind.- Must adhere to ASHM Code of Conduct, which includes child protection, prevention of sexual exploitation, abuse and harassment, fraud and corruption management as well as other key ASHM policies.- Understands and commits to the principles of equal employment opportunities, work, health and safety, cultural diversity and ethical practice.- May supervise junior staff in the performance of tasks and is responsible for adhering to ASHM's Performance Management policies and procedures as implemented by their Supervisor.
Supervisory Responsibilities:	<p>The Event Coordinator may have responsibility for co-ordinating and assisting in the training of junior staff members, casuals, volunteers and contractors, as well as supervising them in the performance of tasks.</p> <p>All staff members are entitled to have regular professional supervision and performance reviews. Supervisors are responsible for implementing performance management procedures with their staff and staff members are responsible for fully committing to and participating in the procedures.</p>

Required Qualifications:	Tertiary qualification in Events or Project Management are desirable for this role, enrolment in same or equivalent experience. Membership or accreditation of a recognised professional body or training to obtain same is desirable.
Required Work Experience:	<p>Essential:</p> <ul style="list-style-type: none"> • Experience in event management (minimum 2 years). • Knowledge and understanding of best practice event management procedures. • Excellent interpersonal skills, with the ability to build relationships with internal and external contributors and stakeholders. • Ability to work with guidance to coordinate multiple events, prioritise workload and meet deadlines in a high-pressure, high-volume work environment. • Ability to complete tasks with meticulous accuracy and attention to detail. • Ability to work independently to manage multiple tasks and meet deadlines. • Ability to provide direction to support staff and supervise their completion of tasks. • Well-developed written communication skills with the ability to write, proof and edit a range of materials including reports, correspondence, marketing communications, resources, web content and email alerts. • High level verbal communication skills, including an excellent telephone manner, with the ability to deal professionally with people at all levels. • Excellent computer skills, including MS Office, events management software (Events Air) and the ability to quickly learn new systems and applications • Desire to work in a fair, equitable and non-judgmental environment particularly with people infected/affected by HIV, viral hepatitis and related diseases. <p>Desirable:</p> <ul style="list-style-type: none"> • Knowledge and understanding of the characteristics of event management in the not-for-profit sector. • Experience in the not-for-profit sector, Government and/or Non-Government Organisations or Associations. • Experience in delivering events and or conferences for online and/or face-to-face participants. • Experience engaging with healthcare professionals.

Position Description

Position Summary

The Position Summary provides a high-level snapshot of the key results areas (KRAs) and Attributes for this role, against which performance will be measured. This should be used by the staff member on an ongoing basis as a quick reference to determine how he or she is performing in the role.

Key results areas
1. Co-ordinate projects – logistics, administration and operations
2. Work to timelines
3. Undertake activities related to the business function area
4. Maintain stakeholders/relationships
5. Work to a budget
6. Supervise and guide others
7. Maintain knowledge and understanding of Division area and current matters and practices in the business function area
8. Compliance
9. Special projects
Attributes
1. Analytical capacity
2. Attention to detail
3. Communication
4. Interpersonal skills
5. Results Orientation
6. Organising and planning

Position Description

Key Results Areas

Key results areas (KRAs) describe the key outcomes that are to be achieved in this role and a performance standard against which the position holder will be assessed.

Key performance indicators (KPIs) should be set and reviewed regularly in accordance with ASHM's Performance Management policies and procedures.

1. Co-ordinate projects – logistics, administration and operations

- Co-ordinate all areas of event logistics with a detailed understanding of your events including: working to timeline, following approved budget, maintaining accurate files, executing conference marketing and sponsorship plans, AV and venue management, liaising with committees, reporting on all aspects, onsite co-ordination.
- Liaise with internal and external suppliers, members, committees, sponsors, exhibitors, presenters, registrants and all stakeholders on project activities.
- Prepare all documentation, conference materials, correspondence and reports for review and approval.
- Understand in detail the workings of the CED as well as the detail of each project.
- Understand and utilise the Conference Procedures, Templates and Project Manager in daily work.
- Utilise events software, Project Manager, Outlook and Microsoft Office in a highly effective manner for daily business activities.

This is the standard that will be acceptable:

Events are planned according to timeline and budget and objectives are met. All files and folders for the events are complete and accurate. Conference marketing targets are achieved. Committee, client and stakeholder liaison is to be undertaken with the guidance of a senior CED team member. Documentation, conference materials, correspondence and reports are accurate and produced on time. Clear understanding of the workings of the CED and each event is displayed. Conference procedures and templates are used effectively in daily work. The event management software and other technologies and software are used effectively.

2. Work to timelines

- Ensure timeline is used for each event to its full capacity.
- Regularly update and review timeline to ensure tasks are on track or rescheduled with Event Manager where necessary.
- Circulate timeline to committee and at project meetings.
- Appropriately allocate tasks within the timeline to relevant team members, stakeholders or suppliers and follow up to ensure complete.

This is the standard that will be acceptable:

The event coordinator is responsible for ensuring all tasks are complete as per the timeline / project manager. All issues should be raised with Senior Event Manager as appropriate or in the project meetings so that changes can be effectively made. Tasks are followed up with others regularly as necessary.

3. Undertake activities related to the business function area

- Follow and report on work plans and/or specific tasks, as assigned by senior staff.
- Meet project/task deadlines, both internal and external.
- Attend team meetings and provide accurate and relevant updates.
- Provide input in relation to opportunities for continuous improvement. i.e. processes and procedures.

This is the standard that will be acceptable:

Project plan/manager is followed, and tasks completed as assigned. Project and task deadlines are met, with any potential delay being recognised early and brought to the attention of senior staff as soon as possible. Initiative is displayed in the assessment of processes through task completion and feedback is provided to senior staff in relation to opportunities for continuous improvement.

4. Maintain stakeholders/relationships.

- Maintain effective relationships with key stakeholders.
- Respond to phone calls and emails.
- Working with stakeholders to agreed timelines.
- Ensure ASHM and stakeholder objectives are met.
- Maintain regular and relevant communication with committees to build positive relationships.
- Ensure sponsorship benefits are delivered
- Handle client/delegate enquiries, liaison and complaints.
- Develop and nurture team relationships.

This is the standard that will be acceptable:

Stakeholders respond to the Event Coordinator as required. Communications from stakeholders are responded to in a timely, appropriate and professional manner. Any issues with key stakeholders are reported to the relevant senior staff members immediately. Understanding of who all relevant stakeholders are and where they are from is developed and maintained. Each individual stakeholder's objectives are understood and met. ASHM CED is seen as a capable service provider. Stakeholders are communicated with regularly and are provided with up-to-date information as relevant to them. Enquiries and complaints are handled in a timely manner, with any major issues being brought to the attention of a senior staff member immediately.

5. Work to a budget

- Coordinate the event or task within the set constraints.
- Provide budget updates as required.
- Ensure all quotes meet the budget requirements. If items fall outside of the budgeted amount, raise with senior staff members.

This is the standard that will be acceptable:

Events and tasks are managed within the set constraints, with any issues being raised with senior team members as soon as they become apparent. Budget updates are accurate and provided in a timely manner.

6. Supervise and guide others

- Supervise and provide guidance to junior staff in their performance of tasks.
- Attend all supervision sessions and performance reviews with your Supervisor, providing relevant feedback and raising any issues as soon as possible.

This is the standard that will be acceptable:

ASHM procedures are followed in the supervision of junior staff with regard to their performance of tasks. Any performance management issues with junior staff are brought to the attention of the relevant Supervisor. Junior and equivalent level team members are able to approach the Event Coordinator and receive accurate guidance on how to perform routine tasks. Senior team members can reply on the Event Coordinator to provide guidance on procedures. All supervision sessions with your supervisor are attended and all issues are raised and discussed.

7. Maintain knowledge and understanding of Division area and current matters and practices in the business function area

- Maintain a good knowledge of the Division structure, functions and processes.
- Contribute ideas and recommendations towards the improvement of processes in the Division.
- Take time on a regular basis to read event sector publications, journals and other materials relevant to the program area.

This is the standard that will be acceptable:

An understanding of the Division structure, functions and processes is displayed when sharing information with team members and communicating with stakeholders. Processes are assessed and opportunities for continuous improvements are recognised and implemented following discussion and approval from senior team members.

8. Compliance

- Understand and maintain a good knowledge of ASHM's structure, functions, policies, procedures and codes of conduct.
- Comply with ASHM's policies, procedures and codes of conduct, including WHS, EEO and ACFID.

This is the standard that will be acceptable:

All work performed is done so in a manner that complies with ASHM's policies, procedures and codes of conduct. Any breaches witnessed are reported as per relevant procedures.

9. Special projects

- Carry out special projects as allocated and required by the team.

This is the standard that will be acceptable:

Allocated projects are completed accurately and by deadline.

Position Description

Attributes

Attributes describe the key qualities that are considered to be most important in carrying out this role and achieving the KRAs.

Key performance indicators (KPIs) should be set and reviewed regularly in accordance with ASHM's Performance Management policies and procedures.

1. Analytical capacity

- Learns new skills and ideas quickly and assimilates complex information, applying knowledge gained to a new setting.
- Quickly defines complex and ambiguous problems, pinpoints key issues and develops workable solutions.
- Across multi-dimensional areas, assesses complex information, quickly perceives implications and makes sound strategic judgements.

This is the standard that will be acceptable:

Demonstrates examples of going beyond position expectations and standards. Always takes action to get the job done. Presents suggestions for improvements and problem-solving.

2. Attention to detail

- Demonstrates a concern for accuracy at every stage and in every aspect of a task.
- Is able to attend to all requirements of a task and implement processes for quality control.
- Always seeks to provide a "finished product" and takes pride in output.
- Analyses issues from different viewpoints, to identify hidden problems.
- Reads documents and written communications thoroughly.
- Follows both verbal and written instructions accurately.

This is the standard that will be acceptable:

Has an eye for detail and presents all documents and other outputs in a professional manner, free from error. Takes into consideration all points in source documents in final production.

3. Communication

- Written Communication – Communicates ideas on complex and sensitive issues clearly in writing, selecting language, tone and format to suit target recipients.
- Verbal Communication – Speaks in a clear, succinct manner and tailors language to suit target audience.
- Conflict Resolution – Defuses and resolves conflict in a range of situations, where tact and diplomacy are required.

This is the standard that will be acceptable:

Is articulate in both the written and verbal word. Is able to listen and impart ideas and information to others in a highly professional and pleasant manner to ensure all meanings are clearly understood.

4. Interpersonal skills

- Is able to communicate with others in a warm and helpful manner while simultaneously building credibility and rapport.
- Interacts confidently and courteously with people at all levels.
- Demonstrates the ability to work with other people towards a common goal.
- Establishes effective collaborative relationships.

This is the standard that will be acceptable:

Makes contact easily with people on different levels, does best to make others feel at ease, makes an effort to establish new relationships, and understands the personal values of others. Is capable of working effectively within a team, demonstrating flexibility to accommodate the needs of the team. Handles disputes or conflicts in a skilful way and gives others the opportunity to ask questions and reinforce the group feeling.

5. Results orientation

- Demonstrates initiative and is proactive, seeking responsibility beyond the job requirements, identifying opportunities, anticipating problems and taking action.
- Demonstrates tenacity, persevering with responsibilities even if encountering significant resistance or hardship.

This is the standard that will be acceptable:

Is clearly capable of driving activities towards producing the desired result within the prescribed timeframe. Is able to see the 'big picture,' inclusive of ASHM and CED strategies.

6. Organisation and planning

- Is able to prioritise and schedule tasks and/or people efficiently and effectively.
- Develops realistic action plans while being sensitive to time constraints and resource availability.
- Plans and manages multiple jobs at once.

This is the standard that will be acceptable:

Prioritises tasks effectively, performing consistently within time constraints and focusing on ensuring the timely completion of work to deadlines. Applies planning principles to ensure necessary measures are taken to meet deadlines and targets, reacting to and incorporating changes that may occur throughout the course of a task or project.

VERIFICATION

This section verifies that the position holder and supervisor have read the position description and are satisfied that it accurately describes the position.

Position holder	Signature_____	Date_____
Supervisor	Signature_____	Date_____