

Job Description Form	Events Coordinator
Work Group:	Health, Corporate & Business Development.
Work Unit:	Sector Engagement and Governance
Reports To:	Executive Manager – Health, Corporate & Business Development
Direct Reports:	Nil
Award / Agreement:	<i>Aboriginal Community Controlled Health Services 2010 (Cth)</i>
Classification:	Administrative Grade 3
Approved by CEO:	29 November 2019 (Des Martin)

VISION STATEMENT

Aboriginal people in Western Australia enjoy the same level of health and wellbeing as all Western Australians.

MISSION STATEMENT

As the leading authority for Aboriginal health in Western Australia, we strive to strengthen and promote the Aboriginal Community Controlled Health Services' model of care, empowering Aboriginal people to achieve health equality in their communities.

ORGANISATIONAL VALUES

The organisation operates on the foundational pillars of Aboriginal leadership, self-determination and cultural diversity that underpin and shape the way the organisation conducts its business.

These values are designed to guide and promote a strong, high performing organisational culture that is responsive to the state-wide needs of our Members and assist us in delivering our vision.

Culture | Resilience | Accountability | Collaboration | Passion | Integrity

POSITION PURPOSE

The Events Coordinator will report to, and is directly accountable to, the Executive Manager Health, Corporate & Business Development and is responsible for planning and coordinating the 2020 State Sector Conference and Members Planning Day. The Events Coordinator will work closely with the Executive Management Team and Conference Committee to ensure that the event is well planned and executed to meet the needs of our Members and stakeholders.

The occupant of this position will be expected to comply with and demonstrate a positive commitment to the highest level of achievement in Equal Employment Opportunity, Work Health & Safety, Code of Conduct, Quality Improvement, Performance Management, Client Focus and Confidentiality throughout the course of their duties.

KEY CLIENT AND STAKEHOLDER RELATIONSHIPS

EXTERNAL

- Given the range of tasks, this position has contact with most Aboriginal Community Controlled Health Services.
- Liaises with a variety of government agencies, stakeholder representative groups and community groups.

INTERNAL

- Maintains close working relationships with other officers, team members and employees of the Aboriginal Health Council of Western Australia.

RESPONSIBILITIES OF THIS POSITION

KEY RESULT AREA	POSITION RESPONSIBILITIES
EVENT COORDINATION	<ul style="list-style-type: none"> – Act as the first point of contact for all enquiries relating to the Members Planning Day and State Sector Conference. – Coordinate all event logistics which includes: venue hire and layout, menu selection, audio visual, hotel room blocks, and on-site event support. – Coordinate all event registrations, including responding to attendee's questions, making registration changes, creating discount codes, and providing updates to guests and stakeholders as required. – Respond to logistical enquiries from delegates, speakers and relevant suppliers. – Utilise the EventsAir software to manage and process all delegate registrations. – Book and confirm block booking for the hotel and manage hotel contracts. – Provide exceptional customer service to all event stakeholders. – Arrange all travel for speakers and delegates as required. – Facilitate regular meetings with the Conference Committee to discuss and track progress of the conference.

	<ul style="list-style-type: none"> – Process and respond to delegate enquiries and follow-up queries, whether email based, by telephone or in person. – Oversee all files and records for the conference and associated events. – Liaise with conference speakers to obtain biographical information, photographs and audio visual requirements as required. – Work in collaboration with the ICT Department and Communications & Design team to ensure all marketing information, event logistics and registration information is up to date on the event website. – Serve as liaison with vendors on event-related matters. – Assist with post event recaps and thank you letters to all stakeholders. – Undertake other administrative tasks as required by management.
QUALITY MANAGEMENT SYSTEM (QMS)	<ul style="list-style-type: none"> – Actively participate in the organisation's QMS (LOGIQC). – Identify and participate in continuous quality improvement activities and apply quality improvement principles to all duties performed.
OTHER	<ul style="list-style-type: none"> – Demonstrate a strong commitment to uphold and contribute to the organisation's mission, objectives and values. – Support and promote teamwork through open communication, collaboration and contribute to a positive workplace culture. – Attend and participate in professional development activities including workshops and training as required. – Attend and participate in Employee Development Days. – Participate and comply with all Work Health & Safety responsibilities as per the <i>Occupational Health and Safety Act (WA) 1984</i>. – Identify and assist to reduce Work Health & Safety hazards and risks. – Follow the reasonable direction of Work Health & Safety representatives.

POSITION KEY PERFORMANCE INDICATORS

The below Key Performance Indicators (KPI's) are used to assess, measure, evaluate, manage and reward performance within each key result area of this position.

The below KPI's are to be assessed in line with the organisations performance development framework.

KEY RESULT AREA	KEY PERFORMANCE INDICATORS
SUCCESSFUL CONFERENCE	<ul style="list-style-type: none"> – Effective, timely and high quality customer service for all Members and stakeholders. – Smooth running of the State Sector Conference and Members Planning Day. – Positive and satisfactory conference feedback.

COMPETENCY PROFILE FOR THIS POSITION

Competencies are the specific knowledge, skills and attributes needed to successfully undertake the role. The profile is used for recruitment, performance review, planning, and training and development activities.

JOB SPECIFIC COMPETENCIES

QUALIFICATIONS, SKILLS, EXPERIENCE AND KNOWLEDGE

ESSENTIAL:

- Demonstrated experience in coordinating and planning large-scale events such as conferences and workshops, ideally for a community organisation (200+ participants).
- Strong time management skills with the ability to effectively plan, organise and coordinate own workload.
- Excellent interpersonal and verbal communication skills with the ability to communicate with clients and external visitors, managers and employees at all levels and present a professional image.
- Highly developed written communication skills including the ability to write clearly and concisely, prepare written reports and manage the output of quality information.
- Strong attention to detail and accuracy.
- Ability to multi-task, and maintain composure under pressure in a fast paced environment.
- Advanced skills in Microsoft Office Package Software including Word, Outlook, Excel, PowerPoint etc.
- An ability to work under pressure and to meet strict deadlines

- An ability to work within a small but dynamic team
- A committed attitude to 'getting the job done'
- Ability to work autonomously as required.
- Ability to show initiative and determine priorities.

DESIRABLE:

- Experience and proficiency using EventsAir software.
- Demonstrated ability to communicate effectively and sensitively with Aboriginal and Torres Strait Islander people.
- PRACTICAL REQUIREMENTS:
- A current Western Australian driver's license and willingness to drive is essential.
- Some work out of normal hours of duty may be required.

ACKNOWLEDGMENT AND ACCEPTANCE BY APPOINTED EMPLOYEE

I certify that I have read and understand the responsibilities assigned to this position.

Employee Name:	
Signature:	
Date:	