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| Position Title |  Conference & Events Officer  | Reporting to | TBC |
| Division |  Membership & Transformation | Direct reports | N/A |
| Classification | Level C | Employment Status | Temporary / Parental leave backfill |
| Position Number | 100258 | Date | June 2021  |

# The Organisation

*Position Description*

The Royal Australian College of General Practitioners (RACGP) is the voice of General Practitioners (GPs) in our growing cities and throughout rural and remote Australia. For more than 60 years, we’ve supported the backbone of Australia’s health system by setting the standards for education and practice and advocating for better health and wellbeing for all Australians.

We cultivate a stronger profession by helping the GPs of today and tomorrow continue their professional development throughout their careers, from medical students and GPs in training to experienced GPs. We develop resources and guidelines to support GPs in providing their patients with world-class healthcare and help with the unique issues that affect their practices. We’re a point of connection for GPs serving communities in every corner of the country.

Australia’s GPs see more than two million patients each week, and support Australian’s through every stage of life. The scope of general practice is unmatched among medical professionals, so the RACGP supports members to be involved in all areas of care, including aged care, mental health, preventative care and Aboriginal and Torres Strait Islander Health.

Patient-centred care is at the heart of every Australian general practice and at the heart of everything we do.

# Our Values

RACGP Employees are expected to uphold our workplace values:

|  |  |
| --- | --- |
|  | **Progressive leadership** Forward thinking and proactive leaders who lead by example and empower employees to create and drive innovation |
|  | **Quality** Honouring our Organisational Vision and Mission Statement by constantly striving for excellence in service delivery and advancement in the field |
|  | **Ethics** Committed to acting with morality, integrity and transparency in serving the best interests of all stakeholders |
|  | **Professionalism** Dedicated professionals who respect and collaborate with others and are fully accountable for their actions. |

# Your Team

Events & Experience sits within the Membership & Transformation Division. This division is responsible for leading national strategic and operational outcomes in promoting a career in general practice, member engagement, retention, acquisition, membership policy and revenue-generation through all career stages of RACGP Members. Other teams within Membership & Transformation are Continuing Professional Development (CPD), Partnerships and Faculties.

As a member-based organisation, member services are critical and the division, leads the organisation in the provision of these services. This includes, the development of the membership value proposition, membership retention and growth and the delivery of the key membership fee revenue stream in support of College operations. Together these teams deliver a member-focused service, striving to enhance our member’s experience and interaction with the RACGP.

# Your Role

# The Conference and Events Officer is responsible for supporting the delivery of national RACGP conferences and events including the annual GP Conference, Practice Owners National Conference, Dermatology program, webinars and other national conference and events as required. In particular, this role coordinates the delivery of the online, web and technology-based event solutions including event and conference websites, applicable mailboxes, conference apps and registration systems. Some after hours and weekend work will be required in the lead up to and as part of the delivery of the national events program. This role will also require occasional interstate travel to facilitate the delivery of national events.

# Key Responsibilities

* Assist with the coordination of the development, maintenance and delivery of conference and events apps, online technology including websites and registration systems.
* Assist with the coordination of invoicing process for RACGP conference exhibition booths, sponsorships packages and registrations.
* Provide support for the annual conference sponsorship and exhibition activities including passport competitions, tradeshow competitions and associated activities.
* Webinar support working towards webinar project management
* Project work relating to events as required.
* Provide high-level customer service to members and non-members in relation to conferences and educational events when answering stakeholder emails or phone calls
* Maintain relationships with all stakeholders internal and external to the team.
* Willingness to travel and to work weekends/after-hours occasionally.
* Other duties as required.

# Environment, Health and Safety

1. Comply with the RACGP’s wellbeing and workplace OH&S policies and procedures.
2. Take reasonable care for your own health and safety, along with other RACGP employees, members and visitors.
3. Ensure that hazards and incidents, near misses and injures are reported immediately to your Manager.
4. Actively and willingly participate in health and safety, wellbeing, emergency evacuation training, meetings and workplace activities.
5. Do not wilfully place at risk the health or safety of any person in the workplace.
6. Always work proactively to uphold the highest standards of health and safety in the workplace, including working remotely, behavioural conduct and whilst undertaking all associated duties of your role.

# Your Relationships

Your role requires interaction with the following internal and external stakeholders:

**Internal:**

* Events department team members
* Marketing department team members
* Faculty events staff
* Faculty marketing staff
* QI&CPD department staff
* RACGP staff attending the Conference for General Practice
* RACGP IT staff

**External:**

* RACGP Members and non-members
* Event technology providers
* Medical Educators, presenters and medical specialists
* Venue and equipment providers
* Program partners, sponsors and suppliers
* Other organisations as required
* Professional Conference Organisers
* Other education providers

# Key Selection Criteria

**Experience, Knowledge and Skills**

 **Essential**

* Demonstrated experience supporting the delivery of conferences and events
* Extensive customer service experience with a commitment to excellent customer service delivery
* Extensive events administration experience
* Excellent communication, interpersonal and influencing skills
* Excellent planning and organisational skills
* Demonstrated experience working in a busy team environment and the ability to manage competing priorities
* High level of initiative and the ability to work independently and as part of a team
* Ability to work with multiple internal and external stakeholders in a complex environment
* Intermediate computer literacy especially MS Office (Word, Excel, Outlook, PowerPoint) and experience using EventsAIR

**Highly Desirable**

* Knowledge of membership based professional associations, the health sector or not for profit organisations
* Experience in the educational programs or product setting environment.
* Demonstrated experience in events booking systems
* Demonstrated experience in updating website and / or mobile app content
* Very good writing skills.

# Qualifications

**Essential**

* An undergraduate degree in marketing, communications or events

**Workplace Behaviours**

In our workplace your actions and behaviours will:

* ***Positively influence others***
* ***Take initiative***
* ***Focus on quality service delivery***
* ***Make effective decisions***
* ***Be transparent***
* ***Prioritise respectfulness***
* ***Strive for excellence***
* ***Be flexible and adaptive***
* ***Demonstrate integrity***
* ***Be accountable***
* ***Celebrate collaboration***

# Classification Description

In accordance with the Enterprise Bargaining Agreement (EBA) 2018 or subsequent agreement.

**Declaration**

**I,** (insert name) **acknowledge that I have read and understood the** Conference & Events Officer – temporary/parental-leave backfill **position description, which forms part of my employment contract from the date of issue.**

**I accept that the Position Description may need amending and updating periodically due to changes in responsibilities and organisational requirements.**

**Employee: (signature) Date:**