

Position Title	Conference & Events Officer	Reporting to	National Manager, Conferences & Events
Department	Events & Experience	Direct reports	Nil
Classification	Level C	Employment Status	Fixed Term Full Time (1.0 FTE) until July 2021
Position Number	TBA	Date	November 2019

The Organisation

The Royal Australian College of General Practitioners (RACGP) is Australia's largest professional membership body for general practitioners (GPs). We represent over 40 000 members including urban and rural GPs, medical students and registrars.

The RACGP's mission is to support GPs in improving the health and wellbeing of all Australians, "Healthy Profession. Healthy Australia." We provide skills and knowledge assessment, educational training and ongoing professional development for practising GPs. We develop resources and guidelines, help GPs with issues that affect their practice, support research to link members with the latest advancements in the field and advocate on behalf of the general practice profession to set and maintain standards of high quality health care for Australians.

Our Values

RACGP Employees are expected to uphold our workplace values:



Progressive leadership Forward thinking and proactive leaders who lead by example and empower staff 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 Department. Membership 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 are: Continuing Professional Development (CPD), International, Corporate Partnerships and Content & Communication.

As a member-based organisation, member services are critical and the department, in conjunction with our state-based faculties, leads the organisation in the provision of these services. This includes member communication strategies, 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 members' experience and interaction

with RACGP. This is achieved through Conferences and other events, various RACGP publications and member new services, a Member Contact Centre, state-based Faculty offices and strategic partnerships.

Your Role

The Conference and Events Officer is responsible for the coordination, administration and delivery of a range of national events and educational programs for members and non-members throughout Australia. This role will assist and support the national events team in the delivery of national conferences and events to facilitate and provide a quality delegate experience. Some after hours and weekend work will be required 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

1. Coordinate and deliver event logistics for the national Alcohol and Other Drugs (AOD) workshops including, but not limited to, venue sourcing, catering, AV, room setup, travel and accommodation bookings for presenters and employees etc
2. Ensure successful delivery of the logistics for the national Alcohol and Other Drugs (AOD) workshops
3. Support the event coordinators with the planning and delivery of event related materials including event apps, websites, registration and email systems
4. Provide administrative and logistical support to the national events team
5. Coordinate the relevant events email inboxes and provide a high level of customer service to members and non-members
6. Support the administrative work associated with the marketing and promotion of national events and educational programs including building of event eDMs
7. Ability to travel and work weekends / after hours as required
8. Maintain relationships with all stakeholders internal and external to the unit
9. Other duties as directed by management
10. Participate in the RACGP Performance Review cycle
11. Deliver agreed Work Plan Goals – to be developed in conjunction with the manager

Environment, Health and Safety

1. Complies with the College's OH&S policies and procedures
2. Takes reasonable care for the safety of his/her own health and safety and that of other people who may be affected by their conduct in the workplace
3. Seeks guidance for all new or modified work procedures to ensure that any hazardous conditions, near misses and injuries are reported immediately to the Manager
4. Participates in meetings, training and other environment, health and safety activities
5. Does not wilfully place at risk the health or safety of any person in the work place
6. Does not wilfully or recklessly interfere with or misuse anything provided in the interest of environment health and safety or welfare
7. Cooperates with the College in relation to activities taken by the College to comply with OH&S and environmental legislation.

Your Relationships

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

Internal:

- Events department team members
- Marketing department team members
- Education department team members
- Faculty events employees
- CPD department employees
- IT employees
- Other departments as required

External:

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

Key Selection Criteria

Experience, Knowledge and Skills

Essential

1. Demonstrated experience supporting the delivery of conferences and events
2. Exceptional customer service experience with a high level of commitment to excellent customer service delivery
3. Extensive events administration experience
4. Superior communication and interpersonal skills
5. Excellent planning and organisational skills
6. Strong attention to detail
7. Demonstrated experience working in a busy team environment and the ability to manage competing priorities
8. High level of initiative and the ability to work independently and as part of a team
9. Ability to work with multiple internal and external stakeholders in a complex environment
10. Flexibility – ability to respond to changing requirements and adjust priorities and plans accordingly
11. Intermediate computer literacy, especially MS Office (Word, Excel, Outlook, PowerPoint)
12. Ability to travel and to work weekends and after hours as required
13. Satisfactory completion of a National Police Check may be required

Desirable

1. Knowledge of membership based professional associations, the health sector or not for profit organisations
2. Customer service and administration experience gained in an educational programs or product setting
3. Demonstrated experience working in an environment which has required a thorough understanding of a range of programs and products
4. Experience with GoToWebinar, Kentico and EventsAir preferred

Qualifications

Essential

1. Not applicable

Desirable

1. A degree or post graduate degree in marketing, events or business

Workplace Behaviours

In your role, you are expected to:

- Positively influence others
- Take initiative
- Focus on service
- Make effective decisions
- Be transparent
- Be respectful
- Be emotionally intelligent
- Be flexible and adaptive
- Strive for excellence
- Demonstrate integrity
- Be accountable
- Collaborate

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 and Events Officer 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: _____

This Position Description is approved by:

H.R	 (signature)	Date	02/12/19
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