

Position description

Position title:	Events Coordinator
Date of last revision:	January 2018

1. Purpose

The Events Coordinator will, as a primary function, undertake event coordination including front-of-house customer service.

Reporting to the Events Team Leader, the Events Coordinator will assist in the coordination of educational activities and other events including booking venues, liaising with Medical Educators, contacting presenters, collecting, compiling and formatting events materials, arranging catering, maintaining online events materials, performing the bump in and bump out of events and attending events as the GP Synergy representative maintaining GP Synergy's high service quality standards.

The Events Coordinator will also provide support and undertake additional activities as directed by the Events Team Leader.

The role calls for strong organisational abilities, a professional attitude and excellent presentation and customer service skills. The incumbent will require an ability to work to strict deadlines and manage competing priorities and fluctuating workloads.

Good IT skills are essential as is the ability to work independently and outside normal working hours.

2. Essential duties and responsibilities

Essential duties and responsibilities include the following, other duties may apply:

2.1 Assist in the coordination of education events, activities and resources

- a) maintain high service quality standards of GP Synergy events and adhere to WHS policies represent GP Synergy at relevant events and activities
- b) assist as directed in the coordination of educational and other events in the Sydney region including;
 - booking venues and arranging catering
 - liaising with presenters and medical educators
 - coordination of event invitations, registrations & attendance records
 - collection, compilation and formatting of all event materials
 - updating and maintaining online e-Learning event materials
 - attending events as the GP Synergy representative and
 - setting up for events (bump in) and closing down events (bump out).

2.2 Customer Service

- a) maintain GP Synergy's high customer service standards at all times, internally with other staff members and externally in all contact with GP Synergy customers and stakeholders
- b) ensure that all service requests are handled in an appropriate, positive and expedient manner
- c) contribute effectively both individually or as part of a team and promote cross-team collaboration.

2.3 General and administrative duties

- a) general administrative duties as required.

2.4 Data management

- a) maintain relevant databases and directories
b) ensure the proper collation and filing of events related documentation and registrations.

3. Task specification

Task name	% Total work
Assist in the coordination of education events, activities and resources	70%
Customer Service	20%
General and administrative duties	5%
Data management	5%
TOTAL	100%

4. Distinguishing factors and competencies

4.1 Skills and other attributes

Area	Description	Competency level required
Skills		
Computing	Medium level office computing skills including MS Office applications:	
	• MS Word	Very high
	• MS Excel	Medium
	• MS Outlook	High
	• MS PowerPoint	High
	• Adobe	Medium
	• Database management	Medium
Communication	• Website and Systems management	Medium
	Written and verbal communication skills	Very high
	Interpersonal skills	Very high
Customer service	Problem solving skills	Very high
	External customer service skills	Very high
Coordination	Internal customer service skills	Very high
	Time management - ability to handle multiple tasks simultaneously	High
	Organisational and planning skills and the ability to plan and prioritise work to meet deadlines	High

	Demonstrates attention to detail, accuracy and thoroughness in work produced	Very high
	Looks for ways to improve quality and demonstrates accuracy and thoroughness in work produced	High
Analytical	Synthesises complex or diverse information	High
Attitude and recommended characteristics		
Attitude and recommended characteristics	Propensity towards internal and external customer service	Very high
	Propensity towards being organised	Very high
	Works well in a team environment	Medium
	Propensity towards multidisciplinary task role and is flexible	High
	Keeps focussed and organised under 'reasonable' pressure	High
	Reacts well under 'reasonable' pressure	High
	Demonstrates respect for internal and external stakeholders and upholds organisational values	Very high
	Maintains professionalism and a positive and courteous manner	Very high
	Demonstrates sound work ethic	Very high
	Is reliable and dependable	Very high
	Displays initiative and volunteers readily	High
	Undertakes and participates in self-development activities	High
	Is able to undertake tasks with a high attention to detail	Very high
	Takes pride in presentation, quality and efficiency of work	Very high
Complexity		
Complexity	Requires a high degree of customer service and organisational skills	Very high
	Performs a variety of tasks in a multidisciplinary environment	High
	Ability to cope with competing priorities and resources	High
Supervision		
Supervision	Requires the ability to be self-directed and work in a team setting	Very high
	Has the ability to work unsupervised	Very high
Safety		
Safety and Security	Observes safety and security procedures	Ver high
	Observes the requirements under the Information Security Management System Charter and specific responsibilities	High
	Determines appropriate action when responding to safety and security matters	High

4.2 Knowledge

Requires knowledge of requirements of Australian General Practice Training, RACGP Vocational Training Standards, ACRRM Training Standards for Supervisors and Training Posts, and GP Synergy, the Department of Health and AGPT policy and procedures (will be provided as part of orientation and induction to the role).

A sound understanding and proficient knowledge of other relevant standards, legislation, policies and procedures.

4.3 Working conditions

- performing multidisciplinary job functions in a relatively stable work environment
- occasional disagreeable elements such as managing the co-ordination of competing tasks and priorities
- travel including occasional overnight travel
- contactable after hours.

4.4 Physical demands

Requires medium work demands of an office environment including some physical ability to set up venues, transport event materials and manage off-site events.

4.5 Communicates with

- Management
- Medical educators
- Evaluations officer
- Marketing and events staff
- Accounts
- Registrars, supervisors, prevocational doctors and practice staff
- External and internal clients and suppliers
- Other Industry stakeholders

4.6 Scope of authority

- Reports directly to the Events Team Leader under the matrix reporting structure.

5 Qualifications

5.1 Education

- Events management diploma or above

5.2 Experience

- Minimum 2 years experience in an event coordination role
- Experience with education event coordination highly desirable

5.3 Other qualifications/licences

- unrestricted motor vehicle licence (essential)
- own car desirable

6 Document Information

6.1 Source documents and cross references

GP Synergy Policies, Procedures and Employment Contract

6.2 Revision history

The following table shows the changes that have been made to this document.

Reviewer	Date	Comments
KF	January 2009	
KF	June 2011	
KF	July 2013	
ND & KF	April 2015	Annual review
ND & KF	November 2016	Update
ADMIN	August 2017	Update to Safety and Security
AM & KF	January 2018	Reporting line and formatting
ADMIN	February 2018	Minor changes