

# Position description

Position title:	Program Support and Events Coordinator
Date of last revision:	May 2018

## 1. Purpose

Reporting to the Events Team Leader and the Business Support Manager, the Program Support and Events Coordinator plays an important role in the effective facilitation of the Australian General Practice Training (AGPT) program by providing administrative, event coordination and office management including reception support.

The Program Support and Events Coordinator will be the first point of contact for visitors to the office. The Program Support and Events Coordinator will provide support to reception staff relieving the management of incoming calls when required.

The role works closely with medical education and administration staff within the office, as well as staff in other offices across ACT/NSW.

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 Office management/reception support

- a) meet, greet and liaise with external and internal clients including external users of the premises
- b) support centralised reception staff by being the primary point of triage for office, and providing reception cover if required
- c) maintain a clean, tidy and welcoming reception area, general adjoining office areas and shared spaces which have safe access, are secure and comply with WHS standards
- d) handling and distribution of all correspondence (mail, faxes, electronic mail etc), arranging couriers, receiving deliveries, etc
- e) perform other administrative duties including operating office equipment, scanning, photocopying, filing etc
- f) carry out procurement functions in accordance with GP Synergy's financial policies and procedures
- g) monitor, manage, procure, receive and distribute office equipment and supplies including stationery, kitchen, bathroom and catering supplies and liaise with office service suppliers/providers
- h) responsible for office maintenance and cleaning including coordination of cleaning contractors
- i) manage the maintenance of all office equipment
- j) assist with preparatory requirements and the induction of new staff
- k) liaise with other education staff, management and administrative staff within GP Synergy and other organisations as required.

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## 2.2 Administration support

- a) provide administration and secretarial support for the medical educators and senior administration staff including scheduling and organising appointments and meetings, taking minutes, correspondence, and provide other administrative assistance as required.

## 2.3 Event coordination

- a) maintain high service quality standards of GP Synergy events and adhere to WH&S policies represent GP Synergy at relevant events and activities
- b) in accordance with GP Synergy guidelines, coordinate educational and other events in the region including:
  - booking venues and arranging catering
  - booking flights and accommodation
  - 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
  - setting up for events (bump in) and closing down events (bump out)
- c) assist in the coordination of other events or activities as requested.

## 2.4 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.

## 2.5 Data quality maintenance and other duties

- a) assist in the maintenance of relevant databases and directories
- b) maintain the security and integrity of GP Synergy's assets and register used in events
- c) ensure the proper collation and filing of office and events related documentation.

## 3. Task specification

Task name	% Total work
Office management/reception support	20%
Administration support	25%
Event coordination	50%
Data quality maintenance and other duties	5%
TOTAL	100%

## 4. Distinguishing factors and competencies

### 4.1 Skills and other attributes

Area	Description	Competency level required
<b>Skills</b>		
Computing	Medium to high level office computing skills including MS Office applications:	
	• MS Word	High
	• MS Excel	Medium
	• MS Outlook	High
	• MS PowerPoint	High
	• Adobe	Medium
	• Database management	Medium
	• Website and Systems management	Medium
Communication	Written and verbal communication skills	Very high
	Interpersonal skills	Very high
Customer service	External customer service skills	Very high
	Internal customer service skills	Very high
Coordination	Time management - ability to handle multiple tasks simultaneously	High
	Organisational and planning skills and the ability to plan and prioritise work to meet deadlines	Very high
	Demonstrates attention to detail, accuracy and thoroughness in work produced	Very high
	Problem solving skills	High
	Document and electronic filing systems	High
	Project management	High
	Ability to develop and maintain quality standards	High
Analytical	Synthesises complex or diverse information	Medium
<b>Attitude and recommended characteristics</b>		
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	High
	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
	Takes pride in presentation, quality and efficiency of work	Very high
<b>Complexity</b>		
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
<b>Supervision</b>		
Supervision	Requires the ability to be self-directed and work in a team setting	High
	Identifies appropriate sources of advice and assistance	High
	Is capable of delegating tasks when required	High
	Has the ability to work unsupervised	Very high
<b>Safety</b>		
Safety and Security	Observes safety and security procedures	Very 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
- periodic weekend and afterhours duties - occasionally off site
- occasional travel
- contactable after hours

#### 4.4 Physical demands

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

#### 4.5 Communicates with

- Management
- Medical educators
- Evaluations officer
- Marketing and events staff
- Accounts
- GP Synergy staff
- Registrars, supervisors and practice staff
- External and internal clients and suppliers
- Other industry stakeholders

#### 4.6 Scope of authority

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

## 5 Qualifications

### 5.1 Education

- tertiary qualifications relevant to the role

### 5.2 Experience

- office management, reception or secretarial and event coordination or management
- a relevant background within the medical, education or training environment is desirable

### 5.3 Other qualifications/licences

- relevant qualifications in office management, reception or secretarial and event coordination or management
- 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, ND	November 2015	Created
KF, GVDW	January 2017	Review (no changes)
ADMIN	July 2017	Update to Safety and Security
KF, GVDW	February 2018	Reporting line and format update
SH, CD	May 2018	Revised