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Supporting the HIV, Viral Hepatitis and Sexual Health Workforce

Position Description for Event Administration Assistant

Incumbent:	
Date Developed:	4/12/2014
Date last updated:	25/01/2023
Employment Terms:	Full-time (37.50 hours per week), 1 year fixed-term contract, based in Sydney. Subject to probationary period of 6 months and satisfactory performance.
Role Overview:	The Event Assistant Support Officer provides administrative support to the Conference Division with a particular focus on administration support on conferences, as well as logistics work, delegated by event coordinators and managers, or small project work on smaller conferences and events.
Reporting Relationships:	Senior Event Manager
Organisational Context:	<p>The Event Assistant Support Officer:</p> <ul style="list-style-type: none"> - Is responsible for ensuring they have a clear understanding of strategic goals and for carrying out their activities with strategic goals in mind. - May provide some guidance to temporary staff with regard to performance of tasks and is responsible for adhering to ASHM's Performance Management policies and procedures as implemented by their Supervisor.
Supervisory Responsibilities:	<p>The Event Assistant Support Officer may have responsibility for coordinating and assisting in the training of temporary staff members, casuals, volunteers and contractors.</p> <p>All staff members are entitled to have regular professional supervision and performance reviews. Supervisors are responsible for implementing performance management procedures with their staff and staff members are responsible for fully committing to and participating in the procedures.</p>
Desired Qualifications:	Tertiary qualification in Events Management, Project Management, Marketing or Business Administration are desired, enrollment in same or equivalent experience.
Required Work Experience:	<p>Essential:</p> <ul style="list-style-type: none"> • Experience in an events company or volunteering for conferences or events • Experience working in an office environment in a support role. • A bright, friendly and helpful nature, with the capacity and preparedness to work as an effective team member in a high pressure, high volume work environment.



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	<ul style="list-style-type: none">• Ability to follow direction with high accuracy and attention to detail.• Ability to work independently to manage multiple tasks, prioritise workload and meet deadlines.• Well-developed written communication skills, including the ability to write, proof and edit correspondence and other materials.• High-level verbal communication skills, including an excellent telephone manner, with the ability to deal confidently and courteously with people at all levels.• Excellent computer skills, including MS Office, data entry <p>Desirable:</p> <ul style="list-style-type: none">• Experience with event management software (EventsAIR)• Experience in the not-for-profit sector, Government and/or Non-Government Organisations.• Understanding of and commitment to the principles of EEO, WHS, cultural diversity and ethical practice.• Desire to work in a fair, equitable and non-judgemental environment particularly with people infected/affected by HIV, viral hepatitis and related diseases.
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Position Description

Position Summary

The Position Summary provides a high level snapshot of the key results areas (KRAs) and attributes for this role, against which performance will be measured. This should be used by the staff member on an ongoing basis as a quick reference to determine how he or she is performing in the role.

Key results areas
1. Develop and work to timelines
2. Provide administrative support
3. Undertake project and event coordination tasks
4. Manage enquiries
5. Work to a budget
6. Provide guidance to others
7. Maintain knowledge and understanding of Division area
8. Compliance
9. Special projects
Attributes
1. Attention to detail
2. Communication
3. Customer service
4. Initiative
5. Interpersonal skills
6. Organising and planning



Key Results Areas

Key results areas (KRAs) describe the key outcomes that are to be achieved in this role and a performance standard against which the position holder will be assessed.

Key performance indicators (KPIs) should be set and reviewed regularly in accordance with ASHM's Performance Management policies and procedures.

1. **Work to timelines.**

- Work to a detailed timeline from procedures and as directed by CED staff
- Ensuring timeline is used for each event to its full capacity
- Regularly updating senior CED staff on progress of tasks and discuss rescheduling tasks where necessary
- Appropriate allocation of tasks within the timeline to relevant team members, stakeholders or suppliers and follow up to ensure complete

This is the standard that will be acceptable:

Regularly referring to timelines and updating senior CED staff of any conflicting priorities preventing tasks being completed by the deadlines. On schedule, all tasks complete within the week or month allocated or issues raised at project meeting and with supervisor when necessary to change.

2. **Provide administrative support.**

Undertake a range of support functions necessary for the smooth operation of the Division, which may include the following:

- Assist with drafting and preparing correspondence to stakeholders.
- Facilitate development of documents and templates as required by the Division.
- Assist in developing and updating promotional materials, including print items using Canva, and web items such as websites and email alerts.
- Book travel, including flights and accommodation, as directed.
- Filing and records management.
- Faxing, mail and maintenance of mail lists.
- Diary management.
- Data entry, including maintaining and updating databases.
- Use the range of Microsoft Office packages, including Outlook for email correspondence with stakeholders and controlling generic mailboxes as required by the Division.
- Order, maintain and organise stationery and other supplies for the Division.
- Maintain cleanliness and organisation of the Division area.
- Other routine and ad-hoc administrative tasks as required.

This is the standard that will be acceptable:

Willingness to take on ownership in all areas of administrative support is shown. Tasks are completed accurately and by deadline. Documents and other material outputs are in line with ASHM style guidelines and are professionally presented. Supplies, files, records and equipment are kept in an orderly fashion and are available to staff as required. Correspondence is carried out in a professional manner.

3. **Undertake project and event coordination tasks.**

- Undertake project and event co-ordination tasks as directed by more senior team members.
- Mail out materials as required.
- Coordinate bookings and setup of ASHM meeting rooms for internal events.



- Assist with sourcing and booking venues and other services for external events.

This is the standard that will be acceptable:

Tasks provided by more senior team members are completed accurately and by deadline, with progress updates available on request. Initiative is shown in addressing any obstacles and suggesting alternative options.

4. Manage enquiries.

- Assist with receiving, assessing and managing enquiries.
- Undertake all necessary follow up to ensure enquiries are dealt with appropriately and within a reasonable timeframe.

This is the standard that will be acceptable:

All communication is effective and accurate. All calls/visitors are answered/met promptly in a courteous and friendly manner. All enquiries that cannot be answered are passed to the appropriate person for assistance. All issues and complaints are discussed with management.

5. Work to a budget.

- Work with more senior team members to understand and retain awareness of relevant budgets, and then manage the project or task within the set constraints.

This is the standard that will be acceptable:

Projects and tasks are managed within the set constraints, with any issues being raised with senior team members as soon as they become apparent.

6. Provide guidance to others.

- Provide guidance to others to perform routine tasks.
- Attend all supervision sessions and performance reviews with your Supervisor, providing relevant feedback and raising any issues as soon as possible.

This is the standard that will be acceptable:

Junior and equivalent level team members are able to approach the Event Assistant and receive accurate guidance on how to perform routine tasks. More senior team members can rely on the Event Assistant to provide guidance on administrative procedures. All supervision sessions and performance reviews with your Supervisor are attended and all issues are raised and discussed.

7. Maintain knowledge and understanding of Division area.

- Maintain an up to date knowledge of the Division structure, functions and processes.
- Contribute ideas and recommendations towards the improvement of processes in the Division.

This is the standard that will be acceptable:

An understanding of the Division structure, functions and processes is displayed when sharing information with team members and communicating with stakeholders. Relevant knowledge is applied to completion of tasks. Initiative is displayed in the assessment of processes through routine task completion and feedback is provided to more senior staff in relation to opportunities for continuous improvement. Interest is shown in the event sector, with relevant materials being read from time to time.



8. **Compliance.**

- Understand and maintain a good knowledge of ASHM's structure, functions, policies, procedures and codes of conduct.
- Comply with ASHM's policies, procedures and codes of conduct, including WHS, EEO and ACFID.

This is the standard that will be acceptable:

All work performed is done so in a manner that complies with ASHM's policies, procedures and codes of conduct. Any breaches witnessed are reported as per relevant procedures.

9. **Special projects.**

- Carry out special projects as allocated and required by the team.

This is the standard that will be acceptable:

Allocated projects are completed accurately and by deadline.



Attributes

Attributes describe the key qualities that are considered to be most important in carrying out this role and achieving the KRAs.

Key performance indicators (KPIs) should be set and reviewed regularly in accordance with ASHM's Performance Management policies and procedures.

1. **Attention to detail.**

- Demonstrates a concern for accuracy at every stage and in every aspect of a task.
- Is able to attend to all requirements of a task and implement processes for quality control.
- Always seeks to provide a "finished product" and takes pride in output.
- Analyses issues from different viewpoints, to identify hidden problems.
- Reads documents and written communications thoroughly.
- Follows both verbal and written instructions accurately.

This is the standard that will be acceptable:

Has an eye for detail and presents all documents and other outputs in a professional manner, free from error. Takes into consideration all points in source documents in final production.

2. **Communication.**

- Written Communication – Communicates ideas on complex and sensitive issues clearly in writing, selecting language, tone and format to suit target recipients.
- Verbal Communication – Speaks in a clear, succinct manner and tailors language to suit target audience.
- Conflict Resolution – Defuses and resolves conflict in a range of situations, where tact and diplomacy are required.

This is the standard that will be acceptable:

Is articulate in both the written and verbal word. Is able to listen and impart ideas and information to others in a highly professional and pleasant manner to ensure all meanings are clearly understood.

3. **Customer service.**

- Is concerned to provide a prompt, efficient and personalised service to customers.
- Goes out of way to ensure that individual customer needs are met.
- Foresees customer needs and makes them a priority.

This is the standard that will be acceptable:

Makes sure to understand the needs of the customer and always undertakes to meet expectations and ensure that the customer is satisfied. Takes customer complaints seriously, acting on them and offering solutions as a matter of priority. Seeks opportunities to improve the service to the customer and anticipate their needs.

4. **Initiative.**

- Is able to work well unguided when consultation is not available or is impractical.
- Demonstrates the ability to think outside the square and make suggestions.
- Actively participates in meetings.

This is the standard that will be acceptable:



Plans out and executes worthwhile tasks with little or no guidance. Asks well thought out and relevant questions. Makes meaningful contributions and suggestions at meetings and during day-to-day conversations.

5. Interpersonal skills.

- Is able to communicate with others in a warm and helpful manner while simultaneously building credibility and rapport.
- Interacts confidently and courteously with people at all levels.
- Demonstrates the ability to work with other people towards a common goal.
- Establishes effective collaborative relationships.

This is the standard that will be acceptable:

Makes contact easily with people on different levels, does best to make others feel at ease, makes an effort to establish new relationships, and understands the personal values of others. Is capable of working effectively within a team, demonstrating flexibility to accommodate the needs of the team. Handles disputes or conflicts in a skilful way and gives others the opportunity to ask questions and reinforce the group feeling.

6. Organisation and planning.

- Is able to prioritise and schedule tasks and/or people efficiently and effectively.
- Develops realistic action plans while being sensitive to time constraints and resource availability.
- Plans and manages multiple jobs at once.

This is the standard that will be acceptable:

Prioritises tasks effectively, performing consistently within time constraints and focusing on ensuring the timely completion of work to deadlines. Organises resources in such a way as to maximise their value. Applies planning principles to ensure necessary measures are taken to meet deadlines and targets, reacting to and incorporating changes that may occur throughout the course of a task or project.

VERIFICATION

This section verifies that the position holder and supervisor have read the position description and are satisfied that it accurately describes the position.

Position holder Signature _____ Date _____

Supervisor Signature _____ Date _____