

Position Description

Position title:	Professional Development Coordinator (PDCO)
Division:	Member Experience
Location:	North Ryde Hybrid
Reports to:	Manager, NSW/ACT
Approved by:	Manager, Professional development Delivery
Date approved:	April 2025
EFT:	Part time 0.8 12-month Contract

About us

The Australian Physiotherapy Association (APA) is the peak body representing the interests of over 33,000 physiotherapists in Australia. It does so by advocating for access to quality physiotherapy services, providing leadership in the wider health landscape, creating lifelong information and learning opportunities for members, and promoting the value of physiotherapy to the community.

The APA is proud to have a great working culture, and it is underpinned by our values:

Accountability | Excellence | Collaboration | Courage | Respect

About the Role

The Member Experience team exists to provide quality learning experiences to the members of the Australian Physiotherapy Association and interested non-members to enable their professional development.

The Professional Development Coordinator is responsible for:

- Coordinating and putting into place the approved Professional Development (PD) products that form the APA PD calendar
- Contributing to the branch operations that deliver on strategic vision and direction as outlined in the APA Strategic Plan and Branch Blueprints
- Coordinate and manage state based member events.

Reporting Relationships

- This role reports to the Branch Manager, NSW/ACT.

Other Key (non-reporting) Relationships

- Manager, Professional Development Delivery to ensure that all PD is delivered as per national plan, budget and professional expectation
- Manager, National Entity Operations and General Manager, Member Experience for overall strategic direction for state, national group and PD delivery
- General Manager, Education, and team to assist with implementing the process of event design to event delivery
- Project leads and teams within the Education Unit to ensure event delivery objectives are met
- External stakeholders including National Groups, authors, presenters, convenors, PD partners. These relationships exist to ensure the PD offer is customer-focused and that the profession's learning needs are met
- Finance team in regard to reporting event delivery financial performance
- Marketing team and Education Unit project lead to ensure that event details are marketed appropriately to our members.

Key Responsibilities

- To assist in the smooth delivery of the APA's professional development (PD) calendar of events, through high quality end to end logistical coordination and service delivery
- To assist with the development of the schedule of NSW PD calendar of events
- Contribute to the planning and delivery of branch member engagement events included in the NSW calendar.
 - To assist in the development and monitoring of accurate course budgets associated with allocated PD events
- Provide administrative support and general office duties including accounts that contribute to the efficient operation of the Branch Office as instructed by the Branch Manager

- Assist in the supply content regarding professional development activities for branch reporting and member communication.
- To enter data in our internal databases in a timely manner that is accurate, and in line with APA event listing guidelines.
- Provide a high level of customer service to internal and external stakeholders.
- Participate in the delivery of member and consumer engagement events as instructed by the Branch Manager, Manager, National Entity Operations or General Manager, Member Experience
- To actively promote membership through retention and acquisition programs.
- Be responsible for providing pivotal liaison contact between the NSW Branch and the APA Membership Unit to facilitate the effective delivery of the national membership recruitment campaign.

About you and Selection Criteria

- Previous experience in a member organisation, learning and development or event management role
- Highly developed written and verbal communication
- Effective organisation and interpersonal skills
- Knowledge and experience in stakeholder engagement and managing expectations
- Ability to work as part of a team to deliver on projects with competing priorities and tight deadlines
- Good computer skills and proficient in all elements of the Microsoft Office Suite and Zoom
- High degree of professionalism and commitment to customer service excellence
- Team focused attitude and ability to work with on the ground and virtual teams in an ever changing environment.

Special requirements

- Participation may be required at meetings and events that will occasionally fall outside of normal business working hours and can include local or interstate travel.
- Time in Lieu for these events will be accrued in line with APA's policy regarding Hours of Work.

All employees are required to demonstrate behaviours that are in line with the APA's values and Customer Service Charter when interacting with internal and external stakeholders at all times.