

Position Description

Position title:	Professional Development Co-ordinator - QLD
Location:	QLD, Eight Mile Plains
Position type:	Full-time Hybrid
Approved by:	General Manager, Member Experience
Date approved:	September 2024

About us

APA is proud to be a 5-Star Employer of Choice, Winner of the 2022 Association of the year award and have a vibrant and inclusive working culture that is underpinned by our core values:
Accountability | Excellence | Collaboration | Courage | Respect.

The Australian Physiotherapy Association (APA) is the peak body representing the interests of more than 32,000 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 working with stakeholders to support members' interests.

The APA provides a variety of employee benefits:

- 3 extra days of leave at the end of the year
- a mental health day
- hybrid working environment
- savings on a range of corporate partner products
- access professional development opportunities
- service awards at 5, 10, and 15 years of service
- ...and lots more.

About the role

This role reports to the Branch Manager QLD. The role is to operationalise the approved PD products including branch events that forms the APA professional development calendar.

To contribute to the branch operations that deliver on strategic vision and direction as outlined in the APA Strategic Plan and Branch Blueprints.

Key Relationships

- Branch Manager QLD for branch operational direction to ensure the day-to-day success of the QLD branch is achieved whilst delivering on the strategic plan
- Manager, Professional Development Delivery, to ensure that all PD is delivered as per national plan, budget and professional expectation
- National and QLD Branch Professional Development Coordinators to facilitate workload and duties associated with the delivery of the national PD calendar and QLD branch calendar
- Marketing team to ensure PD promotion contains accurate and up to date content
- Office Bearer committees including National Group State Chapters and Branch Council to ensure exceptional service in the coordination and delivery pre, during and post event is delivered.

Key Responsibilities

- 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 of National Entity Operations or Manager of Member Engagement
- Contribute to the planning and delivery of branch member engagement events in QLD
- Provide administrative support and general office duties that contribute to the efficient operation of the Branch Office as instructed by the Branch Manager
- Efficiently deliver the APA's professional development (PD) calendar of events, through high quality end to end logistical co-ordination and service delivery
- Physically set up venues for professional development delivery and branch events to assist with the development of the schedule of the APA PD calendar of events
- Assist in the development & monitoring of accurate course budgets
- Contribute to the Education Division's efforts to develop and implement evolving strategies to deliver online member engagement
- Assist in the supply of content regarding professional development activities for branch reporting and member communication
- Enter data in our internal databases in a timely manner that is accurate, and in line with APA event listing guidelines.

About you

- Previous experience in a member organisation, learning and development or event management role
- Forward thinking with highly developed written and verbal communication
- Effective organisation and interpersonal skills with the ability to be agile and collaborative
- 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
- Experience with online event delivery platforms would be advantageous
- High degree of professionalism and commitment to customer service excellence
- Team focused attitude and ability to work with on the ground and virtual teams
- Physically capable of manual handling, including: Lifting and bending below the knees, pushing and pulling items and standing for extended periods
- A valid Australian driver's licence with access to a car is highly desirable.

Special requirements

- Due to the nature of this role, there may be occasions when you are required to participate in meetings and events or be contacted regarding the event outside of normal business hours. This role may also 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.