

Position Description

Position title:	Conference & Events Support
Division:	Member Experience
Location:	National Office
Reports to:	Manager, Conference
EFT:	Permanent, Part Time
Approved by:	CEO February 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

- To be a pivotal team member of a conference team that will plan, organise and oversee the administration of the APA's suite of conferences (including on-site management). To ensure that the events run smoothly and meet the needs and expectations of all stakeholders and members.

Key responsibilities

- Conference Secretariat duties, including agenda and minute writing for conference committees
- Assist conference committees with the planning and administration of their scientific and social programs and ensure that they meet deadlines with respect to program content, speaker confirmation, reviewing of abstracts, submission of material for website and the conference app
- Manage speaker communications including abstract submissions, invitations, collection of biographies, photos and any other requirements
- Make travel, accommodation and any other necessary arrangements for the keynote and other relevant speakers, VIP guests and staff
- Assist in the design, production and maintenance of the conference website, the conference program and all exhibitor related materials
- Assist in the setup of the events database, with an extensive knowledge of the Events Air program including administration of the abstract submission, registration modules, and production of reports, agenda building, invoicing and financial management and website building
- Process and manage registrations within Events Air including sending all related communications
- Work collaboratively with all third party suppliers for travel, merchandise, accommodation, registration, speakers, exhibition and venue to ensure a smooth and effective process for delegates
- Assist with marketing and promotional activities as required, arrange distribution of conference promotional material
- Investigate and purchase conference promotional materials for delegates and stakeholders
- Coordinate venue and supplier correspondence and updates to event orders
- Assistance onsite with all aspects of the event
- Perform all relevant duties as directed by the Conference Manager that are within the scope and skills of the role.

About you and selection criteria

- Qualification or equivalent experience in conferencing and event management
- Exceptional organisational skills including the ability to develop and work to timelines
- Excellent written and verbal communication skills in a variety of media
- Strong interpersonal skills including the ability to deal effectively with a wide and varied range of stakeholders
- Sound computer skills including Extensive knowledge of Events Air software essential
- A flexible approach and a well-developed ability to problem solve and think on your feet
- The ability to work collaboratively as part of multi-disciplinary team
- Experience in a membership based or not for profit organisation would be an advantage
- Experience managing and liaising within a committee environment
- Customer service excellence
- Demonstrated ability to manage business relationships/stakeholder engagement

Special Requirements

- The position may require occasional attendance at meetings, interstate travel or attendance at conference outside standard working hours for which time in lieu will be accrued with the approval of the General Manager, Member Experience.