

Position title	Conference and Events Coordinator
Reports to	Conference and Events Manager
Supervises	Nil
Internal relationships	All AHURI staff
External relationships	AHURI researchers, NHRP government partners, event speakers (key sector leaders), event suppliers, (e.g. venues, caterers, audio-visual suppliers, etc.), event sponsors
Hours of work	37.5 hours per week
Location	National office, but interstate travel will be required
Tenure	Full-time

POSITION PURPOSE

To support the Conference and Events Manager in delivering a high quality, strategically focused national conference and events program (in-person, hybrid and virtual) to support AHURI's objective of influencing policy development and practice change. The position will:

- Manage the delivery of AHURI's national one-day conferences, webinars and other smaller events.
- Project manage key elements of AHURI's biennial National Housing Conference and National Homelessness Conference under the direction of the Conference and Events Manager.
- Contribute to the development of the annual conference and events strategy using evaluation methods, writing post-event reports and identifying areas for improvement.

DUTIES AND RESPONSIBILITIES

One-day conferences

- Project team management – implement event timelines, manage meeting schedules and prepare reports as required.
- Program implementation – participate in and coordinate the program development team (a range of internal and external stakeholders) and oversee the management of all speaker engagement.
- Financial oversight – develop and manage budgets for one-day conferences (within predetermined parameters), submit for approval and provide regular updates to management.
- Marketing/delegate boosting – work with the Marketing and Communications team to develop and implement marketing activities to promote conference program including preparing web, social media and newsletter content and identifying opportunities for external marketing.
- Venue and supplier liaison – identify, cost and recommend event venues, negotiate event contracts and all logistical requirements including AV and catering and develop all run sheets and other operational specific documents.

- Sponsorship and exhibition – in conjunction with the Sponsorship Manager, develop sponsorship sales documentation, pursue sponsorship leads, and manage the implementation of sponsor entitlements.
- Delegate liaison – manage the event database (EventsAIR) to create and send invitations and other emails, manage delegate enquiries, provide overall and segmented registration reports and generate conference badges, onsite delegate lists and other documents as required.
- Onsite event management – manage overall event run sheet, allocate staff and volunteer roles and prepare all briefing documents and oversee relationship with venue and suppliers on-site.
- Post event – manage delegate survey, prepare thank you letters, internal staff feedback, and prepare post-event reports.

Webinars

- Speaker liaison – act as the main point of contact for speakers, facilitator, obtaining information for promoting the webinar, prepare speaker briefing documentation, arranging training and technology test sessions, and ongoing speaker support.
- Administration – complete project plan in ZOHO Project for the webinar. Set up webinar registration page, and event on the AHURI website. Maximising the use of digital platforms and other technology for delivery of the webinar.
- Marketing and promotion – develop EDM to promote the webinar. Work with the marketing and communications team to promote the webinar through AHURI social media and other EDMs.
- Post webinar – develop survey to send to attendees and analyse the results. Upload the video of the webinar to AHURI's YouTube channel, update AHURI website with post webinar information and prepare EDM for all registrants.

Biennial conferences

Under the direction of the Conference and Events Manager manage key elements of the biennial National Housing Conference and National Homelessness Conference both hybrid events. Some duties may include (but are not limited to):

- Speaker liaison – act as the main point of contact with all invited speakers including drafting of invitations, all correspondence and pre-event briefing documents (as required).
- Program administration – manage the administration of the online conference program including adding new speakers, adding biographies and photos to the website, developing session briefs, coordination pre-conference session briefs.
- VIP speaker administration – liaise with invited international keynote speakers and VIP domestic speakers (Ministers etc) including preparation of pre-event briefing materials.
- Administration – coordinate meeting agendas and notes for all internal and external meetings, prepare reports and other correspondence under the direction of the Conference and Events Manager.
- Budget management – obtain quotes and process invoices and ensure all conference expenses are updated in the master conference budget
- Entertainment and social activities – research and source ideas for conference social events (dinner locations etc) and entertainment and supplementary activities for inclusion in the conference program. Manage the liaison with performers and entertainers as required.

- Any other duties as required.

Other events and activities

- Project manage smaller events as required under the direction of the Conference and Events Manager (this may include lectures, seminars, roundtables or one-off events).
- Prepare reports, briefs, draft letters and other relevant documents for the Conference and Events Manager, as required.
- Represent and promote the company professionally, with a clear understanding of AHURI's vision and relevant policies and strategies, as required.

SKILLS AND EXPERIENCE

- Diploma or degree qualified in events discipline.
- Previous event experience – at least three (3) years' experience.
- Previous experience with EventsAIR desired; must have experience working with event data management programs and CRM systems. Previous experience with ZOHO including Campaigns, Projects and CRM modules also desired.
- Excellent interpersonal, communication and facilitation skills to engage and influence a variety of internal and external stakeholders at different levels within the business
- Proven organisation skills with ability to deliver quality work under tight deadlines
- Exceptional attention to detail.
- Strong digital technology skills as well as strong written and verbal communication skills.
- Self-reliant and a strong sense of initiative, with the ability to work autonomously as well as part of a team.
- Ability to remain calm and professional under pressure and the ability to adapt to rapid changing situations.