

Position title	Administration Assistant - Events
Reports to	Conference and Events Manager
Supervises	Nil
Internal relationships	All AHURI staff
External relationships	Event delegates, event speakers (key sector leaders), event sponsors, AHURI researchers, NHRP government partners
Hours of work	37.5 hours per week
Location	National office (Melbourne)
Tenure	Full-time, contract role until 31 October 2025

POSITION PURPOSE

To support the Conference and Events Manager in delivering a high quality, strategically focused national conference, and events program to support AHURI's objective of influencing policy development and practice change. The position will provide administrative assistance supporting the delivery of AHURI's biennial National Housing Conference (October 2025) and other AHURI conference and event activities.

DUTIES AND RESPONSIBILITIES

National Housing Conference

Under the direction of the Conference and Events Manager assist with key elements of the biennial National Housing Conference. Some duties may include (but are not limited to):

- Delegate liaison – coordinate delegate enquiries (phone and email), manage the event database (Jomablue), provide registration reports and other documents as required. Running regular duplicate reports and consolidate records. Following up with group bookings to ensure delegate information is up to date.
- Finance coordination – run reports and follow up outstanding registration payments (email and phone) and update delegate records relating to registrations paid by direct deposit.
- Speaker liaison – in conjunction with the Conference and Events Coordinator, liaise with presenters and facilitators to collect bios and photos for inclusion in the program; arranging online group meetings to discuss the respective conference session; and coordinate travel and accommodation where required.
- Administration – coordination of staff travel and accommodation; coordination of couriers, arranging meetings of various working group and committees; update CRM with speaker and facilitator participation information.
- Onsite event assistance – be onsite at the Perth Convention and Exhibition Centre (October 2025) and other event locations to assist with a range of activities including delegate registration and

enquiries, speaker liaison, room setup and coordination, volunteer coordination, registration, provide assistance in relation to sponsors and exhibition, and other duties as required.

- Post event – assist with thank you letters, post conference reports and database updates.
- Any other duties as required.

Other events and activities

- Assist with 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.
- Support maintenance of contact data within the CRM

SKILLS AND EXPERIENCE

- Diploma or qualification in events or administration discipline.
- Friendly, can-do customer service orientation
- Strong administration and organisational skills.
- Exceptional attention to detail.
- Strong verbal and written communication skills.
- Previous event experience desired (but not essential).
- Must have experience working with databases, previous experience with Jomablue or other event management platform an advantage.
- 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.
- Ability to adapt to rapid changing situations.