**POSITION DESCRIPTION**

| Title | Administration & Events Coordinator |
|---|---|
| **Reports to** | Executive Director – ACT Chapter |
| **Department** | ACT Chapter |
| **Employment type** | Full time (37.5 hrs per week) or 75 hrs per fortnight |
| **Location** | ACT Chapter – Red Hill Canberra |

**ABOUT THE INSTITUTE**

The Royal Australian Institute of Architects Ltd is the peak body for the architectural profession in Australia, representing more than 11,000 members. The Institute works to improve our built environment by promoting quality, responsible and sustainable design.

**POSITION PURPOSE**

The Administration & Events Coordinator is an integral part of the ACT Chapter team, responsible for performing duties associated with the administration of Awards and events coordination, to support the Chapter's extensive program of member engagement activities as well as providing support to the Executive Director and Chapter Committees.

The role reports to the Executive Director – ACT Chapter.

**ACCOUNTABILITIES**

In accordance with Institute policies, procedure and guidelines and working in association with relevant staff, the Administration & Events Coordinator will be accountable for:

Reception, administration and premises:

- Undertake reception duties including prompt answering and appropriate forwarding of incoming telephone calls and messages, and responding/assisting with general enquiries and maintain the reception area in a tidy and presentable manner, welcome visitors, advise relevant staff of visitor's arrivals

- Handle postage, mail, email and freight management in a prompt manner

- Manage boardroom and meeting room bookings, arrange teleconferences and catering as necessary

- Manage stationery and office supplies including supplies for Institute printers and photocopier as well as maintaining appropriate kitchen supplies

- Be the first point of contact for issues regarding the Canberra office premises

- Manage trades and other contractors for building maintenance and emergency building repair

Committee Support:

- Set up for committee meetings, including catering, meeting reminders and the distribution of agendas and minutes
- Distribution of relevant documents/minutes and follow up on actions

Communications:

- Communicate with the membership via the production of the E-News and Event alerts (What's On)
- Distribute the ACT Chapter E-news and regularly update the website, Facebook page and Instagram
- Load up event information, and registration forms on the Chapter website
- Interact with speakers, Committee Chairs, and external stakeholders

Member Records:

- Answer queries on membership from members and potential members
- Awards and Event Coordination
- Deliver the Chapter Architecture Awards program and other member and or Institute events
- Assist with preparation of promotional material
- Process payments for events and prepare registration lists
- Deal with preparation of rooms, venues, AV set up and catering
- Assemble and dismantle of exhibitions

Sales and accounts administration:

- Generate invoices and process payments
- Process sales of contracts and other publications
- Other duties as required

**QUALIFICATIONS AND EXPERIENCE**

The Administration & Events Coordinator should have the following:

- At least 2 years administration experience
- Experience in Microsoft Office suite of software; database and website management and communications

- Proven event coordination experience

**KNOWLEDGE AND SKILLS**

It is preferable that this person has:

- Strong appreciation of, and commitment to the vision, values and goals of the Institute

- Demonstrated commitment to quality customer service and a continuous improvement culture

- Ability to demonstrate excellent customer service skills

- Demonstrated ability to work autonomously and as part of a team

- Very good oral and written communication skills

- Ability to make decisions and to prioritise competing tasks

- Strong interpersonal skills as demonstrated by being a team player

- Competence with Word, Excel and Outlook

- Sound organisational and administrative skills

- Attention to detail and capacity to complete tasks in a timely manner

- Ability to handle information with discretion and confidentiality

- Ability to develop relationships and to communicate effectively

- Ability to prioritise various support/administrative/reception tasks

- Willingness to acquire new knowledge in order to carry out a variety of tasks and to become familiar with the organisation

- Ability to work independently with minimal supervision

- Ability to maintain confidentiality and to exercise diplomacy where required

- Ability to take initiative in the workplace and seek solutions

- Driver's license essential

- A requirement to work outside business hours

**KEY RELATIONSHIPS**

- Chapter President

- Chapter staff

- Other Institute staff both in Canberra and nationally

- Members of the Institute

- Customers – personal, telephone, website and email

- General public

- Suppliers and contractors

- Other professional associations (e.g. AILA, PIA, BDO etc)

## EMPLOYEE RESPONSIBILITIES

### *All employees are required to*:
- Adhere to Institute's values and code of conduct.

- Fully understand the requirements of their role and follow procedures and work instructions as relevant to their department.

- Gain knowledge of and comply with policies, procedures and instructions pertaining to:
  - Work, Health, Safety & Environment (WHS &E);
  - Human Resources (HR)
  - Finance and
  - Computing Security and Usage

- Understand emergency procedures, location of evacuation points and take all reasonable steps to ensure a safe environment.

- Take reasonable care for their personal health and safety as well as that of other people who may be affected by their conduct in the workplace.

- Participate in annual performance development and review and any relevant training as required for their position.

- Participate in audits and corrective action as required.

### *All employees with management / supervisory responsibilities are required to*:
- Provide adequate instruction, information, supervision and training for all direct reports to perform their work in a safe manner.