

Job Description/Specification

Regional Educator Support and Events Coordinator

NE/NW Armidale Education Office



Date Established:	June 2010
Date of Last Revision:	

1 Basic Purpose

To provide administrative support to the NE/ NW medical education staff and undertake all aspects of events management in the NE/NW region of GP Synergy.

2 Characteristics and responsibilities

Acting as support officer for the NE/NW medical education staff and providing event management services, the position in greater detail will include:

- Providing secretarial support for the medical educators including scheduling appointments, correspondence, general office duties and assistance as required;
- Ensuring medical educators have required information before contacts with registrars and supervisors occurs;
- Liaise with other education staff, management and administrative staff within GP Synergy and other organisations;
- Coordinate the activities and resources that make up education events including:
 - Project planning;
 - Communications planning;
 - Procurement of venues, catering and other;
 - Coordination of registrations; and
 - Scheduling online and distance education activities
 - Managing and promoting the calendar of events

- Risk management and adherence to occupational health and safety requirements within the office environment and also in the organisation of events.
- Assisting in the maintenance of training records

Events / program management, IT and communication skills, office and administrative skills are essential.

3 Task specification

Task name	Description	% of total work
Office support.	<ul style="list-style-type: none"> ▶ <i>Maintain an effective and efficient office environment</i> 	10
Secretarial services	<ul style="list-style-type: none"> ▶ <i>Maintain the diary for medical education staff: Includes arranging appointments, interviews teaching and practice visits on behalf of medical educators;</i> ▶ <i>Ensure that requests for service are handled in an appropriate and expedient manner;</i> ▶ <i>Supporting management, and educational staff in an efficient and effective manner.</i> 	40
Event management	<ul style="list-style-type: none"> ▶ <i>Arrange education activities, ensuring invitations are distributed in a timely manner, responses are monitored and attendance tracked;</i> ▶ <i>Liaising with speakers and presenters, and assembling other resources required for education activities. This will include arranging venues, presentation resources, arranging teleconferences and videoconferences, assembling workshop manuals and on line</i> 	40

	<p><i>resources</i></p> <ul style="list-style-type: none"> ▶ <i>Ensure attendance records are accurately completed and that details are incorporated into appropriate databases.</i> 	
Other	<ul style="list-style-type: none"> ▶ <i>Other general administrative duties as required</i> ▶ <i>Assist in the maintenance of relevant databases and directories</i> ▶ <i>Ensure the proper collation and filing of office and events related documentation</i> ▶ <i>Maintain the security and integrity of GP Synergy's assets and register used in events</i> 	10
		<p>100%</p> <p><i>(right click and update)</i></p>

4 Distinguishing factors

4.1 Skills

4.1.1 Computing

Medium to high level office computing skills including MS Office applications;

- ▶ Word processing (high)
- ▶ MS Excel (medium)
- ▶ MS Outlook (high)
- ▶ MS PowerPoint (medium))
- ▶ Web browsing (medium)

Proprietary applications;

- ▶ Adobe Acrobat (medium)
- ▶ Database (medium)
- ▶ Other as required

4.1.2 Communications

- ▶ Written and verbal communication skills (very high)
- ▶ Document and electronic filing systems (high)

4.1.3 Customer service

- ▶ External customer service skills (very high)
- ▶ Internal customer service skills (very high)

4.1.4 Co-ordination

- ▶ Analytical skills (medium)
- ▶ Time management - ability to handle multiple tasks simultaneously (high)
- ▶ Project management (medium)

4.2 Knowledge

- ▶ Best practice in office management and administration (medium)
- ▶ Service industry systems and processes (medium)
- ▶ Medical industry knowledge (desirable)

4.3 Attitude

- ▶ Propensity towards internal and external customer service (very high)
- ▶ Propensity towards being organised (very high)

- ▶ Works well in a team environment (medium)
- ▶ Propensity towards multidisciplinary task role (high)
- ▶ Keeps focussed and organised under 'reasonable' pressure (high)

4.4 Supervision

- ▶ Has the ability to work unsupervised
- ▶ Identifies appropriate sources of advice and assistance
- ▶ Is capable of delegating tasks when required
- ▶ Is reliable (very high)

4.5 Working conditions

- ▶ Performing multidisciplinary job function in a relatively stable work environment
- ▶ Occasional disagreeable elements such as managing the co-ordination of competing tasks and priorities
- ▶ Periodic weekend and after hours duties - occasionally off site

4.6 Physical demands

- ▶ Requires medium work demands of an office environment including off-site events management from time to time

4.7 Communicates with

- ▶ Management
- ▶ the Medical Educators
- ▶ Evaluations Officer
- ▶ Marketing and Events Co-ordinator staff
- ▶ Accounts
- ▶ Registrars and Supervisors and practice staff
- ▶ Other Industry stakeholders

4.8 Complexity

- ▶ Requires a high degree of judgment and interpersonal and organisational skills.
- ▶ Performs a variety of tasks in a multidisciplinary environment.
- ▶ Ability to cope with competing priorities and resources.
- ▶ Able to develop and maintain quality standards.

4.9 Scope of authority

Delegated authority within the role and reports to the Regional Business Manager and under GP Synergy's matrix structure for medical education and events coordination.

5 Experience and Qualifications

5.1 Experience

Office management, reception and secretarial, and experience in event co-ordination and management

A relevant background within the medical and/or education and/or training sector would be highly regarded

5.2 Qualification / licence

Unrestricted motor vehicle licence (essential)

Relevant Diplomas, Certificates and other qualifications.

6 Recommended traits

Organised with attention to and detail and customer service traits are paramount. Takes pride in personal presentation, quality and efficiency of work.

7 Document information

7.1 Revision history

The following table shows the changes that have been made to this document.

Author	Version	Date	Reviewed by...	Comments
JB	1	21 st June 2010	JO/PW/BM	

7.2 Update schedule

This document should be reviewed on the following dates:

- June 2011