

Position description

Position title	Engagement Coordinator, The Australian Prevention Partnership Centre
Reports to	Communications Manager (Prevention Centre)
Date established	September 2021
Direct reports	Nil
Employment status <i>(Full-time, part-time, contract length, FTE)</i>	Part-time (0.8 FTE) 2 year Fixed Term Contract; flexible and remote working environment; option to extend, funding dependent.

Background

The Sax Institute is an independent, not-for-profit organisation that connects evidence with decision-making.

We are a national leader in the use of evidence, with over 20 years' experience, bringing together the broadest range of tools, methods, data, and trusted partnerships across governments, communities, services and academia.

We connect evidence, data and decision-makers to generate independent intelligence, support better decisions and create real-world impact for a healthier future for every generation.

Division / Program Area

The Australian Prevention Partnership Centre is Australia's largest national collaboration dedicated to strengthening the chronic disease prevention system, by bringing together policy makers, researchers and practitioners to provide leadership, build capability and accelerate the use of evidence into practice.

The Prevention Centre helps bridge the gap between evidence and policy in prevention. It creates a shared space for testing ideas, building consensus and supporting action on long-term health issues that no single organisation can solve alone.

Purpose of position

This position sits within the Prevention Centre team and administratively supports all internal and external stakeholder engagement, including scheduling and coordinating meetings, events and other networking opportunities across the prevention policy, practice and research sectors.

The Engagement Coordinator facilitates key Prevention Centre programs, including the Emerging Leaders' Network (ELN), policy-research dialogues, Knowledge Syntheses and other forums.

The role underpins the Prevention Centre's important work in building connections between research, policy and practice to ensure informed decision-making in relation to preventive health policy across Australia.

This position reports to the Director, Science Communication, and provides communications support as required. It also provides executive support to the Head, Prevention, to ensure streamlined engagement with a wide range of stakeholders.

Key accountabilities

Key accountabilities	Performance expectations
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Stakeholder engagement and capacity building	• Liaise with internal and external stakeholders as required. • Respond to a range of enquiries via telephone, email and in person, from staff, key stakeholders, and the general public regarding a variety of matters. • Analyse incoming correspondence, initiate appropriate action where possible and/or ensure the matter is forwarded to the relevant individual for resolution. • Support the implementation of the Emerging Leaders' Strategy by coordinating a variety of relevant events in partnership with other members of the team. • Act as the key point of contact to existing and prospective members of the ELN to support their ongoing engagement. • Represent the Prevention Centre at the Sax Institute's administration meetings. • Contribute to growing participation in ELN and communities of practice and identify new networking opportunities. • Provide secretariat support to Collaboration for Enhanced Research Impact (CERI), including organising Steering Group and Coordinating Group meetings and preparing/distributing meeting minutes in a timely manner.
Executive support to Head, Prevention	• Provide timely, effective diary management including meeting scheduling, room bookings and arranging conferencing services. • Organise travel and accommodation as required.
Event management	• Provide end-to-end event coordination and management, including arranging internal approvals, scheduling, planning, booking, procuring and managing service providers, leading all logistics and running bump-in/out for a variety of events and governance meetings. • Prepare and manage event budgets and manage supplier invoices. • Prepare and manage contracts with suppliers, undertaking site visits as necessary. • Organise travel and accommodation as required for relevant team members and other stakeholders. • Develop and distribute event-related communications materials such as programs, invitations, speaker's packs and event reminders using appropriate channels (such as Campaign Monitor). • Generate and manage guest lists, RSVPs, and registrations, leveraging the Prevention Centre's CRM system and other information sources as required. • Lead the development and distribution of post-event evaluations; • Ensure attendance records and other event data is uploaded to the Prevention Centre CRM system in a timely manner post-event.
Customer Records Management (CRM)	• Manage the Prevention Centre's CRM system (MS Dynamics), keeping contact information, distribution, event and marketing lists up to date. • Provide advice on system improvements with IT to ensure the system is fit-for purpose for a variety of teams, functions and purposes (if time permits).
Website and content management	• Work closely with Communications colleagues to ensure integrated, effective and timely promotion and communication of events and effective use of digital and other channels. • Lead website content management in relation to event promotion. • Assist with development and uploading of web content, and assisting with routine website content updates and social media updates as required. • Support social media management from time to time. • Manage image consent processes for the ELN and other Prevention Centre stakeholders in the Centre's image database. • Assist with communications and publications administration, including data entry.
Troubleshooting	• Identify potential administrative or other issues and applying knowledge and initiative to solve problems in a pro-active manner.
Financial support	• Coordinate timely payment of invoices, undertake purchasing and produce reports as required. • Maintain records and balance information for reconciliation and reporting purposes.

Qualifications, Skills, Experience and Personal Qualities - Selection Criteria

Essential

To be successful the Engagement Coordinator should demonstrate the following technical and behavioural competencies:

- Demonstrated experience managing detailed administrative processes, maintaining accurate records and completing follow-up tasks within agreed time frame
- Excellent interpersonal skills, an ability to develop productive working relationships, and liaise with a broad range of stakeholders positively and diplomatically.
- Strong organisational and time management skills; able to manage competing priorities and deadlines.
- Meticulous attention to detail.
- Well-developed problem-solving skills and a high level of initiative.
- Ability to work both autonomously and as part of a team environment.
- Ability to adapt to new technologies.
- Successful performance in a dynamic organisational setting dealing with diverse stakeholders.
- Related experience in events coordination or events management roles.
- Proficiency in the use of Microsoft Office products including Word, PowerPoint, Excel, Dynamics 365.
- Proficiency in relevant technology platforms and processes, including Eventbrite, Campaign Monitor.

Desirable

- Proficiency in use of Adobe Creative Suite software and database management.
- Understanding of, or experience in, WordPress content management systems
- Familiarity with the health and/or research sectors

Challenges

- Dealing with multiple stakeholders and competing needs
- Dealing with tight timeframes and conflicting priorities

Key stakeholders and relationships

Australian Partnership Prevention Centre

- Head, Prevention
- Director, Science Communication
- Prevention Centre Team

Sax Institute

- Finance, HR and Commercial teams
- Office Manager and administrative staff

External

- Policy and funding partners (government and non-government)
- Research institutions and their academic/research, policy and administrative staff
- Non-government organisations
- ELN members
- Community of Practice members