

Position Description



Date: September 2025

SECTION 1: POSITION IDENTIFICATION

Position Title: Conference and Events Support Officer

Classification Level: 2

SECTION 2: POSITION RELATIONSHIP

Position responsible to: Manager, Education and Skills Development

Positions with direct responsibility to this position: Nil

SECTION 3: Key responsibilities

Actively contribute to the development of a culture consistent with the values of Rural Health West.

As a member of the Education and Skills Development (ESD) team, the Conference and Events Support Officer contributes to the objectives of Rural Health West by ensuring the provision of well-governed and consumer- focused services through the delivery of scholarship programs.

The role of the Conference and Events Support Officer is to provide a high level of support to the Event Managers in implementing and executing Rural Health West's conference and event calendar as directed by the Manager, Education and Skills Development, including but not limited to:

- WA Rural Health Conference
- Aboriginal Health Conference
- WA Rural and Remote Mental Health Conference
- WA Rural Health Long Service Awards
- WA Rural Health Excellence Awards
- Other events as required.

SECTION 4: Level of responsibility

The Conference and Events Officer will work as a member of the Education and Skills Development team and will be responsible to the Manager, Education and Skills Development.

SECTION 5: Statement of duties

Under the direction of the Manager, Education and Skills Development, the Conference and Events Support Officers duties will include, but will not be limited to:

Event administration and logistics

- Assist with onsite event coordination to ensure events are delivered effectively;
- Assist with the administration, implementation and coordination of the Rural Health West conference and events calendar;
- Support the Event Managers to liaise with external providers and suppliers of relevant goods and services;

- Support the Event Managers to coordinate services for events such as transportation, facilities, signage, special need requirements and event security, accommodation, catering and venue hire;
- Assist with the preparation and coordination of materials for each event including satchel materials, attendee list documents, name badges, transportation of onsite materials;
- Collate and distribute resources and information to program staff, health professionals and other relevant stakeholders when required;
- Assist with preparation of post-event evaluation summaries, event snap shots, data and information to the Event Managers and Manager, Education and Skills Development;
- Complete post event tasks and electronic filing as per event checklists
- Maintain relevant databases and collect data to support the Event Managers and Manager, Education and Skills Development in their event reporting activities;

Delegate logistics

- Design and configure event management software to facilitate booking, registration and payment processes, including automated communications;
- Process all conference delegate registrations and exhibitor bookings;
- Process all accommodation requests and confirmations with hotels for delegates and staff; and
- Distribute pre-reading and program materials to delegates where required.

Marketing and Communication

- Support the Event Managers to maintain marketing checklists, deadlines and deliverables outlined in the event critical path plans;
- Create and maintain event websites and conference apps ensuring all website pages are up to date and reviewed for accuracy, completeness and cyber safety.
- Support the Event Managers in ensuring that sponsors and trade exhibitor's obligations are met.

Finance and Administration

- Responsible for receiving and processing delegate registration payments and refunds;
- Assist the Event Managers with supplier billing requests for processing;
- Receive and process travel invoices for delegates and families;
- Ensure information and data required for accrual and financial reports is provided to the Event Managers as required; and
- Complete monthly credit card reconciliation statements meeting required timelines and processes.

Other

- Develop, maintain, implement and quality improve procedures and documentation;
- Reflect a professional image at all times, including at Rural Health West conference and events;
- Provide leave cover for other team members when required;
- Perform reception duties as required; and
- Other duties as required.

SECTION 6: SELECTION CRITERIA

- Willingness to contribute to a positive workplace culture.
- Diploma of Event Management (or equivalent).
- Experience in the use of EventsAIR or specialised events management software.
- Excellent interpersonal skills with demonstrated ability to develop and maintain stakeholder relationships with internal and external clients.
- Able to take direction, work autonomously and adapt to a fast-paced environment.
- A current Western Australian Driver's License.

SECTION 7: APPOINTMENT FACTORS

- Some intrastate travel, additional hours and weekend work may be required.

SECTION 8: RURAL HEALTH WEST'S VALUES

Living our values

At Rural Health West, we have four values that define how we complete business and work with each other and our customers every day. To ensure that we are staying true to these values, we have described and agreed the behaviours that we expect staff to display every day.

Community – we work hard to ensure rural communities have access to quality health services

- We provide solutions and services that support and enable the communities we serve.
- We identify relationships and proactively work on building and nurturing them.
- We respect and value difference and appreciate the views and beliefs of others.
- We foster a culture in which people feel safe to discuss their views and opinions in a constructive manner.

Integrity – we do the right thing, always

- We are consistent in all that we do.
- We complete all interactions with professionalism and respect.
- We listen, ask questions and make informed decisions.

Innovation – we embrace change and strive for improvement

- We seek new opportunities and alternate solutions to achieve our vision.
- We are aware of and adapt to current events and trends that impact our sector and community.

Accountability – we value the trust placed in us by our customers, our partners and our funders

- We embrace our vision, mission, objectives and values.
- We take full accountability for our development and always look for ways to improve our performance.
- We are proactive, individually and as a team, to deliver business results.
- We are risk aware and follow required policies and procedures.

SECTION 9: CERTIFICATION

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

Signature: _____
Manager, Education and Skills Development

Date: _____

Signature: _____
General Manager Education and Engagement

Date: _____

Signature: _____
Chief Executive Officer

Date: _____