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| Position Title | Member Support and CPD Advisor |
| Department | Membership and Corporate Services |
| Location | Naarm / Melbourne CBD, Wurundjeri Woi-Wurrung lands / Australia |
| Capability Framework Level | Level 2 - Inspiring |
| Date Reviewed | June 2026 |

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| Incumbent Name | VACANT |
| Signature | |

College Overview

The Australasian College for Emergency Medicine (ACEM) is a not-for-profit organisation responsible for the training, assessment and continuing professional development of emergency physicians as well as the advancement of professional standards in emergency medicine in Australia and Aotearoa New Zealand.

Our vision is to be the trusted authority for ensuring clinical professional and training standards in the provision of quality, patient-focused emergency care.

Our mission is to promote excellence in the delivery of quality emergency care to all our communities through our committed and expert members.

The ACEM Core Values which employees and members hold themselves and others accountable are:

- Equity
- Respect
- Integrity
- Collaboration

Department Overview

The Department of Membership and Corporate Services supports the College in delivering strategic priorities across member engagement, corporate operations, business improvement and service delivery. The Department achieves this by enabling coordinated execution of initiatives and services that enhance member value and experience, support continuous improvement, and strengthen College operations and infrastructure.

The Department comprises the areas of:

- People, Culture and Experience
- Membership Support and Experience
- Communications and Brand Strategy
- Technology and Business Services
- Projects and Business Improvement
- Conferences and Events

These Units and Divisions work collaboratively to develop and deliver services, programs and digital innovations that promote a sustainable and engaging member journey, while also ensuring the College operates effectively and efficiently.

Position Purpose

The Member Support and CPD Advisor works flexibly across adjacent teams, bringing capable, consistent support where it is most needed, and ensuring a consistent experience for ACEM members and CPD participants throughout.

Beyond coverage, this role helps connect the two teams. The role holder will grow their expertise in each area, gaining a perspective that strengthens alignment and shared ways of working.

Key functions include:

- Serve as a responsive, trusted advisor for members and Continuing Professional Development (CPD) participants, flexing between teams based on demand and business priorities.
- Contribute to business continuity by providing capable, informed support during peak periods, leave, and capacity gaps across both Member Support and CPD.
- Build progressive expertise across both areas, enabling effective contribution to the full range of member and participant-facing services.
- Support continuous improvement and cross-functional collaboration by contributing frontline insights and fostering alignment between the two teams.

Key Responsibilities

The key responsibilities of the role shall include, but not be limited to:

- Serve as a knowledgeable, responsive point of contact for members and CPD participants, providing timely and accurate support across enquiries, processes, and compliance requirements.
- Build trusted relationships with members and participants, proactively identifying their needs and escalating emerging issues for internal action.
- Manage lifecycle processes across both areas (including membership administration and CPD activity recording) with a high level of accuracy and attention to compliance.
- Contribute to continuous improvement by bringing frontline insights to process optimisation and communications efforts across both subdepartments.
- Foster alignment between the two teams by sharing knowledge, identifying opportunities to work collaboratively, and contributing to consistent, member-focused outcomes.
- Promote and deliver programs and initiatives that support members' career development and CPD participation, through both online and in-person channels such as workshops, conferences, and webinars.
- Continuously develop expertise in both Member Support and CPD, building depth over time to become a versatile contributor across the full member and participant lifecycle.
- Actively share expertise and collaborate with team members to support cross-skilling, foster continuous learning, and build collective capability across the team.

- Other responsibilities as delegated by Management within the scope of this position.

Key Skills, Qualifications and Attributes

Essential

- Tertiary qualification in business administration, education, health, communications or a related field.
- Superior interpersonal skills, especially in supporting program participants, committees, internal teams and other stakeholders.
- Demonstrated experience in engaging and problem-solving for customers, members or other stakeholders.
- Highly developed organisational skills with exceptional level of accuracy and attention to detail in a regulatory/compliance environment.
- A highly collaborative mindset, proactively sharing knowledge and supporting colleagues to ensure collective success and consistent service delivery.
- Excellent written and verbal communication skills, including report writing and presenting.
- Commitment to the principles of equal opportunity, workplace diversity and industrial democracy.

Desirable

- Experience in medical colleges, regulated professional bodies or membership organisation.

Key Capabilities

ACEM has a Capability Framework that describes the technical and non-technical capabilities expected to be executed. For the role of Member Support and CPD Advisor, the key capabilities include:

Effective communication:

- Able to communicate clearly and effectively in different forums and with a range of stakeholders and colleagues.
- Drafts and self-reviews complex/detailed correspondence and content.
- Identifies and understands intended audiences.
- Identifies most appropriate and effective method of communication (e.g. presentations, emails/newsletters, social channels) based on message and audience.
- Provides opportunities for collaboration to ensure decision making, communication and messaging incorporates diverse views and perspectives.

Stakeholder engagement and management:

- Builds and maintains positive relationships with internal/external stakeholders.
- Takes responsibility for overseeing and resolving complex queries from internal/external stakeholders.
- Provides regular status updates to internal/external stakeholders.
- Follows up with internal/external stakeholders to ensure issues are resolved.
- Proactively shares information gained from stakeholder engagement to help resolve issues and improve internal processes.

Decision making:

- Able to identify a task/issue and break down into decisions needing to be made.

- Able to identify what additional information is needed and how to source that information.
- Able to research alternative options; explores and analyses benefits and implications.
- Makes recommendations where there are multiple options to consider.

Problem solving and advising:

- Able to proactively and independently solve low to medium-risk problems.
- Able to apply previous learnings when faced with new situations.
- Seeks opinion/guidance from others for more difficult problems.
- Identifies higher risk problems; develops potential recommendations and refers upwards.

Negotiation and influence:

- Negotiates relevant matters presented by internal and/or external stakeholders.
- Identifies where support/cooperation is needed from internal and/or external stakeholders.
- Demonstrates ability to influence others when appropriate.
- Able to negotiate to gain consensus.

Data gathering and analysis:

- Gathers and analyses relevant data across multiple domains.
- Identifies and evaluates sources of information to inform and progress work.
- Shares findings with relevant internal stakeholders.
- Seeks additional resources when gaps and inconsistencies or variances in data are found.

Managing performance:

- Provides supervision and coaching to direct reports.
- Provides positive and constructive feedback to direct reports, peers and colleagues.
- Provides informal mentoring to peers, colleagues.
- Fosters a positive workplace culture through role modelling organisational values and recognising positive behaviours in others.

Leadership and business acumen:

- Works collaboratively within own department/team.
- Identifies operational matters requiring financial consideration to inform budget preparation.

Change management:

- Encourages a culture of improvement through identifying potential opportunities for change in area of expertise/domain.
- Implements change plans.
- Provides subject matter expertise at key stages from change concept to delivery.
- Supports change management process through positive communication and proactively addressing issues.
- Able to articulate benefits of change and link to operational/strategic objectives.

Organisation Responsibilities

As a member of ACEM staff, organisation responsibilities include, but are not limited to:

- Demonstrate the ACEM Core Values within the Unit, Department and across the College.
- Ensure any allocated deliverables outlined in the ACEM Business Plan, ACEM Reconciliation Action Plan and Te ACEM Rautaki Manaaki Mana: Excellence in Emergency Care for Māori are met to a high standard.
- Ensure the quality recording of all processes relevant to role and responsibilities.
- Strive to maintain a culturally competent and inclusive workplace and expected to undergo regular cultural competence training.

Workplace Health and Safety

All employees have a personal responsibility to work safely and to abide by health and safety legislation, policies, rules and established safe work practices. All employees are responsible for their own safety and that of fellow employees.

Organisational Sustainability

ACEM aims to promote sustainable practices in the workplace and reduce its environmental footprint through initiatives to reduce waste, energy and water use, and to increase recycling. All employees are encouraged to actively apply sustainability principles within their own teams.

Organisational Relationships

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| Reports to | Manager, Member Support |
| Supervision of | Nil |
| Internal Liaison | All ACEM Employees Members and trainees of the College |
| Committee Liaison | Associated working groups and Networks |
| External Liaison | CPD activity providers, other colleges and organisations supporting ACEM's Members, trainees and CPD participants |

Additional Information

- May involve work outside normal business hours to meet business objectives.
- Interstate and/or overseas travel to Aotearoa, New Zealand may be required.
- Functional focus (Member Support and CPD) will be allocated and reviewed by the Manager, Member Support in line with operational priorities and agreed regularly. Both functional areas form part of the role at all times.