



Position Title	Coordinator, Events
Department	Membership and Corporate Services
Capability Framework Level	Level 2 - Inspiring
Date Reviewed	September 2025

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 primary purpose of the Coordinator, Events role is to deliver comprehensive organisational, administrative and logistical support for a variety of College events.

Key Responsibilities

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

- End-to-end delivery of assigned online and in-person College events throughout the year.
- Serve as the primary point of contact for inquiries related to allocated event.
- Liaison with Professional Conference Organisers (PCO), event contractors, venue providers, conference suppliers, delegates, and event working groups to ensure seamless coordination.
- Provide support for program development and coordination by consulting with various working groups and committees.
- Coordination of the delivery of event sponsorship obligations.
- Provide executive support to invited speakers.
- Collaborate with Marketing and Communications to develop and execute campaign strategies for assigned events and projects.
- Conduct evaluations, maintain records and prepare reports for all allocated events.
- Maintenance of standard operating procedures, Terms of Reference, Guidelines and Policies related to the conduct of the College.
- Work collaboratively with the ACEM Faculty Coordinator and the Policy and Regional Engagement Unit to align state and Aotearoa New Zealand based events and meetings.
- Provision of support to the Lead, Events and Manager, Events and Conferences, as required.
- Other responsibilities as delegated by Management within the scope of this position.

Key Capabilities

ACEM has a Capability Framework that describes the technical and non-technical capabilities expected to be executed. For the role of Coordinator, Events, 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.

Key Skills, Qualifications and Attributes

Essential

- A tertiary qualification in Events Management, Public Relations, Marketing, Communications or related discipline, or proven Events Management experience.
- Demonstrated ability to problem solve, adapt and respond effectively and professionally under pressure.
- Experience delivering online events/webinars.
- High level organisational skills with the ability to prioritise and coordinate multiple events concurrently, work under pressure to meet timelines and to work autonomously and/or as part of a team where necessary.
- Proven high level written and verbal communication skills with good attention to detail.
- Demonstrated interpersonal skills, including ability to collaborate and consult with internal and external stakeholders to achieve timely outcomes.
- Flexible and self-motivated, with a proactive attitude and willingness to learn.
- Demonstrated experience and familiarity with EventsAir or similar platform.
- Demonstrated experience in event budgeting and reporting.
- Extensive experience with MS Office computer software applications with advanced MS Excel.
- Commitment to the principles of equal opportunity, workplace diversity and inclusion, and industrial democracy.

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

Reports to	Manager, Events and Conferences
Supervision of	Nil
Internal Liaison	Event Working Group members All ACEM Employees Members and trainees of the College
Committee Liaison	Various ACEM Committees
External Liaison	External contractors, suppliers, exhibitors, Conference venue management and employees.

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.