



Position Title	Coordinator, Events
Department	Membership and Corporate Services
Location	Naarm / Melbourne CBD, Wurundjeri Woi-Wurrung lands / Australia Or Te Whanganui-a-Tara / Wellington CBD / Aotearoa New Zealand
Capability Framework Level	Level 2 - Inspiring
Date Reviewed	August 2026

Incumbent Name	VACANT
Signature	::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 this role is to provide organisational, administrative and delivery support for a range of College events.

Key Responsibilities

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

- Ongoing implementation and maintenance of standard operating procedures, Terms of Reference, Guidelines and Policies related to the conduct of College Scientific Meetings, including:
 - An event management timeline manual for organising committees.
 - Trade and sponsors contact database.
 - Templates and forms required to support organisational and administrative aspects of College Scientific Meetings.
- Organisational and administrative aspects of College Scientific and Faculty Meetings including:
 - Liaison with Professional Conference Organisers (PCO), event contractors, venue providers, conference suppliers and delegates, and conference organising committees.
 - Event budget management.
 - Support for program development and coordination, including scientific and social programs and trade exhibits.
 - Event sponsorship lead and sales management for state and New Zealand-based faculty scientific meetings.
 - Conference website and mobile app management.
 - Accommodation and venue hire negotiation.
 - Executive support to invited speakers.
 - Collaborate with Marketing and Communications to develop campaign strategies and oversee the execution for allocated events and projects.
 - Evaluations, reporting and record keeping.
 - Assist with the Volunteer program management (provision of 20 volunteers) at the Annual Scientific Meeting.
 - Assist the Events Lead and Manager, Events and Conferences with accommodation requirements for college employees and Councilors attending Scientific Meetings.
 - Organise and deliver a range of online events and webinars.
 - Provide administration support for the College Ceremony.

- Work collaboratively with the faculty coordinator and Policy and Regional Engagement Unit to align state and Aotearoa New Zealand based events and meetings
- Prepare progress and final reports on college events for relevant committee and Board meetings and submit conference budgets to Board for noting.
- Provide administrative support to the Events Leads and Manager, Events and Conferences as required.
- Develop and deliver premium delegate experiences prior, during and post event.
- Other responsibilities as delegated by Management within the scope of this position.

Key Skills, Qualifications and Attributes

Essential

- Bachelor's Degree (ideally tertiary qualifications in Events Management, Public Relations, Marketing, Communications or related discipline) or proven Events Management experience.
- Experience delivering online events/webinars (Intermediate to high level of experience with Zoom, AirCast and OnAir platforms preferred)
- Ability to prioritise and coordinate multiple events concurrently and to work as part of a team where necessary.
- High level of internal and external stakeholder engagement
- Exceptional level of organisational skill, along with an ability to work under pressure and meet strict deadlines.
- Proven high level written and verbal communication skills with good attention to detail.
- Demonstrated interpersonal skills, including ability to collaborate and consult with all 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.
- Extensive experience with MS Office computer software applications with advanced MS Excel and advanced MS Access skills.

Key Capabilities

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

Reports to	Manager, Events and Conferences
Supervision of	Nil
Internal Liaison	Scientific Meeting Convenors 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 will be required.