

POSITION DESCRIPTION

Position Title:	Team Leader, Event Delivery
Term:	12 months
Division:	Professional Development
Location:	National Office
Reports To:	Manager, Professional Development
Approved By:	GM, Education
Date approved:	May 2018

Organisational context

The Australian Physiotherapy Association (APA) is the peak body representing the interests of more than 23,000 physiotherapists in Australia. It does so by advocating for access to quality physiotherapy services, providing leadership in the wider health landscape, creating lifelong information and learning opportunities for members, and working with stakeholders to support members' interests.

Main purpose of the role

The Team Leader, Event Delivery leads a team of Event Coordinators whose primary function is to ensure the smooth delivery of the Australian Physiotherapy Association's (APA) Professional Development events through high quality end-to-end logistical coordination and service delivery.

The position takes a leading role in the planning, budgeting and review of the Professional Development offer. The Team Leader, Event Delivery is responsible for maintaining customer service excellence and professional presentation of APA's professional development events. The role is charged with commercially-focused management of supplier relationships and logistics-related expenditure.

Reporting relationships

This role reports to the Manager of Professional Development within the Professional Development unit.

Other key (non-reporting) relationships

Key relationships include:

- Product Development Team, particularly the Curriculum Development Manager and Product Development Advisors, to ensure events are developed to ensure delivery success.
- Regional and Branch staff, particularly Manager, State Branches, and the Branch Managers/Coordinators to ensure state-specific considerations are taken into account in decision-making
- Marketing staff to ensure marketing materials and information pertaining to course dates, venues, presenters etc. are accurate and up-to-date
- External stakeholders including National Groups, presenters, PD partners, convenors etc. to ensure exceptional service in the coordination and delivery, during and post event.

Key responsibilities

- Taking a leadership role in the creation and management of Professional Development plans and budgets
- Lead the planning and implementation of the annual PD schedule
- Oversee the successful marketing of the PD schedule
- Ensuring all events are run professionally, achieving the highest standards in customer service and logistical execution to achieve organisational targets
- Empower geographically diverse event coordinators to achieve consistency in superior customer service and logistical execution
- Negotiating with suppliers to ensure best commercial outcomes for APA
- Liaison with National Groups and other volunteer groups where appropriate
- Liaison with course developers to ensure course delivery components are appropriately executed
- Financial management of event-related expenses, including proactively seeking cost or process efficiencies
- Managing continual review and implementation of processes in a fast changing environment
- Managing the post-event evaluation processes and ensuring they run smoothly and efficiently
- Managing database administration by the team to ensure data is accurate and complete for all events
- Other tasks as reasonably provided by the Manager, PD or GM Education

Selection criteria

Education:

- Formal qualification in business and/or event management or equivalent experience

Skills:

- Proven experience in event management at a leadership level
- Proven event marketing nous and project management skills
- High degree of professionalism, EI and customer service excellence
- Ability to drive a culture of motivation, innovation, accountability, customer service and self-drive within the Event Delivery team
- Proficiency in process improvement, innovation and change management
- Excellent organisational and time management skills
- Well-developed negotiation skills
- Financial literacy, including proven ability to create and review budgets, P&Ls and other reports
- Enthusiastic outlook and proactive approach to problem-solving
- Experience with database management
- Good business acumen
- Previous experience in account/relationship management desirable
- Previous experience in membership association desirable

Special requirements

This role may require some weekend and after-hours work in order to deliver events scheduled during those periods.