POSITION DESCRIPTION

Position Title:	**Network Events Coordinator**
Department:	**Stakeholder Engagement**
Reports to:	**Manager, Stakeholder Engagement - Volunteers**
Mode of Employment:	**Full Time (1 FTE)**

Australian Human Resources Institute

The Australian HR Institute (AHRI) is the national association representing human resource and people management professionals.
The team at AHRI:

- Set the professional standard for HR in Australia through HR certification.
- Provide education and training services in HR, people management and business skills.
- Produce world-class conferences, including the AHRI National Convention & Exhibition (NCE)
- Host seminars and networking opportunities all over Australia.
- Celebrate excellence in HR practice across Australia through the highly regarded AHRI Awards.

Find out more: https://www.ahri.com.au/about-us

Position Objective

The Network Events Coordinator coordinates AHRI's member Network Forum activity, acting as a key point of contact for volunteers and ensuring core member engagement activity is planned, organised and delivered according to timelines. The role provides customer service, communication, administrative and operational support to deliver online and face to face events for AHRI members. The position involves liaising with volunteer State Council and Network Committee members, providing guidance to the 0.5 FTE Network Events Coordinator, and managing the end-to-end coordination of high-volume events and virtual webinars each year.

Key Responsibility Areas

1. Event Coordination and Delivery

- Coordinate the planning, administration and delivery of AHRI Network Forums, webinars and member engagement events in both online and face-to-face formats.
- Create and manage event records, registration pages and related communications within AHRI CRM system and platforms.
- Support the delivery of the AHRI National Webinar Program, including speaker coordination, event logistics and post-event activities.
- Provide technical support for webinars, virtual events and hybrid forums using platforms such as Zoom, Teams and related technologies.
- Coach and support volunteers, convenors and presenters in the delivery of online and hybrid events, including the development of guidance materials and resources.
- Assist with the planning and delivery of State Council core member engagement activities, including International HR Day, Senior Leaders Forums, end-of-year celebrations, recognition activities and other member events.

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- Monitor and report on the alignment of Network Forum content with the Australian HR Capability Framework (AHRCF).

2. Stakeholder Communication and Volunteer Support

- Build and maintain effective relationships with AHRI volunteers, including State Council members, Network Convenors and Committee members.
- Coordinate volunteer onboarding, engagement and offboarding activities ensuring accurate records are kept in the CRM.
- Act as the primary point of contact for volunteers in relation to Network Forums and member engagement initiatives.
- Liaise with State Councils regarding the planning and delivery of member engagement activities.
- Facilitate collaboration across networks, committees and internal stakeholders through effective coordination of meetings, communications and shared initiatives.
- Manage communications with speakers and presenters, including briefing, technical support, rehearsals, event delivery and post-event follow-up.
- Prepare and distribute event communications, including confirmations, reminders and post-event correspondence to attendees.
- Respond promptly and professionally to enquiries from members, volunteers, staff, suppliers and other stakeholders.

3. Administration and Reporting

- Maintain accurate and up-to-date event, volunteer and customer records within the AHRI CRM and associated systems.
- Develop, administer and analyse event surveys to measure member satisfaction, engagement and event effectiveness.
- Maintain event schedules, tracking tools, documentation and operational resources for Network Forums and related activities.
- Coordinate the collection, analysis and distribution of event data to support evaluation, decision-making and management reporting.
- Identify opportunities to improve processes, systems and event delivery practices to enhance the member and volunteer experience.

4. Collaboration and Team Contribution

- Work collaboratively with internal teams to support event delivery, member engagement, marketing activities and AHRI products and services.
- Establish and maintain productive relationships with external networks, suppliers and service providers.
- Provide guidance, coordination and day-to-day support to the 0.5 FTE Network Events Coordinator to ensure the successful delivery of Network Forums and related professional development activities.
- Contribute to team projects and provide administrative and operational support to the Manager and Governance Coordinator as required.

Organisational Responsibilities

Occupational Health and Safety

- Co-operate with management in its fulfilment of its legislative obligations. Take reasonable care to ensure own safety and health, and that of others, and to abide by your duty of care provided for in the legislation.
- Report any injury, hazard or illness immediately, where practical to your manager.

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Information Technology • All social media posts must abide by AHRIs policy and follow the AHRI values of respect, confidentiality and privacy. • Take reasonable care of all IT equipment. All equipment must only be used for the purpose it was provided.
Organisational • Employees are required to contribute to and comply with all AHRI employment and operational policies and procedures. • Follow the AHRI values of Trust / Diversity / Learning / Evolving / Collaborate in conjunction with the AHRI Code of Conduct. • Build and maintain effective relationships with all relevant stakeholders including but not limited to team members, other AHRI employees and our membership/and clients. • Undertake other relevant duties, projects and initiatives which are consistent with the employee's skill, competence, and training. • Actively identify and participate in the development and implementation of improvement initiatives to drive business growth. • During periods of high volume / events employees are required to be available to work in the office as directed and undertake reasonable travel. • Undertake all training as directed. • Employees are required to undertake their duties within the core hours of 7am to 7pm.

Key Selection Criteria	
Qualifications	• Qualification in a relevant field and/or equivalent work experience.
Experience/Knowledge/Attributes	• Excellent organisational and administrative skills with high attention to detail. • Excellent communication skills both verbal and written. • Ability to manage multiple tasks, timelines, and priorities efficiently to deliver high-quality results. • Facilitation skills with the ability to trouble shoot technical issues during live events. • Demonstrated customer-centric mindset with a focus on delivering excellent service by being prompt, clear in communication, accurate and professional. • Demonstrated ability to be self-directed and work effectively as part of a team to build strong rapport with internal (cross functional teams) and external stakeholders. • Demonstrated ability to be flexible, adapt to changing circumstances and utilise problem solving skills to resolve issues. • Strong computer systems skills (MS Office, Outlook, web, Customer Relationship Management system (CRM), online webinar platforms and database skills) • Ability and willingness to work outside normal business hours where required for event delivery. • Experience working with volunteer committees (desirable). • Experience working for a professional association (desirable).