



Position Title	Office and Facilities Officer
Location	Naarm / Melbourne CBD, Wurundjeri Woi-Wurrung lands / Australia
Department	Membership and Corporate Services
Capability Framework Level	Level 1 - Performing
Date Reviewed	May 2026

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 Office and Facilities Officer position plays a central role in ensuring the smooth and efficient operation of ACEM's workplace environment. This role supports the organisation through effective customer service, facilities management, administration, vendor coordination, and WHS compliance, contributing to a professional, safe, and welcoming environment for staff, members, and visitors.

Key Responsibilities

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

- Coordinate and maintain processes, forms, and systems for office and facilities functions, ensuring accuracy, compliance, and continuous improvement.
- Monitor, triage, and action office and facilities requests via agreed channels, ensuring timely resolution and effective communication.
- Oversee the tracking, reconciliation, and maintenance of college assets, including responsibility for the Capital Register.
- Liaise with vendors, service providers, and trades to ensure reliable delivery of services, and coordinate procurement activities.
- Raise, reconcile, and monitor Purchase Orders (POs) in conjunction with the Finance team.
- Oversee procurement and stock levels of office, kitchen, and event supplies, ensuring cost effectiveness and alignment with budgets.
- Coordinate meeting and event logistics, including set-up, catering, and room preparation, ensuring a professional presentation.
- Manage onsite storage facilities, ensuring items are appropriately maintained, stored, and recorded.
- Provide light maintenance and preventative care for facilities, escalating where specialist support is required.
- Maintain a professional, safe, and welcoming office environment, including oversight of shared kitchen and common areas.
- Provide professional front-of-house and reception support, including:
 - Answering and directing incoming phone calls in a courteous and professional manner;
 - Acting as the first point of contact for visitors, staff, and external stakeholders;
 - Managing incoming and outgoing mail, deliveries, and courier services; and
 - Maintaining an organised and welcoming reception area.
- Provide professional front-of-house support, welcoming visitors and supporting College events.

- Coordinate catering and refreshments for meetings, training sessions, and College events, ensuring dietary needs and presentation standards are met.
- Support College events and staff engagement activities by assisting with logistics, communications, and setup.
- Support effective communication by updating intranet and internal content related to office and facilities.
- Support the organisation's work health and safety (WHS) compliance by coordinating annual Test and Tag, site inspections, and facilities-related safety requirements.
- Provide administrative support to WHS Committee meetings, including agenda preparation, minute-taking, and tracking action items.
- Other responsibilities as delegated by Management within the scope of this position.

Key Skills, Qualifications and Attributes

Essential

- Well-developed organisational and time management skills, with an ability to multitask and prioritise competing demands.
- Proven experience in an environment where the prioritisation of activities is a significant factor in determining performance effectiveness.
- Demonstrated experience in a facilities officer role.
- Previous experience and understanding of maintenance issues.
- Excellent verbal and written communication and interpersonal skills.
- Excellent customer service skills, with a focus on delivering high quality service efficiently and professionally.
- High level proficiency with Microsoft Office, including Word, Excel, PowerPoint, and Outlook.
- Commitment to the principles of equal opportunity, workplace diversity and inclusion, and industrial democracy.

Desirable

- Experience or background in a membership organisation.
- Experience using web-based technology, such as online meetings/videoconferences/podcasts/webinars.
- Previous experience and understanding of maintenance issues.

Key Capabilities

ACEM has a Capability Framework that describes the technical and non-technical capabilities expected to be executed. For the role of Office and Facilities Officer, the key capabilities include:

Effective communication:

- Expresses thoughts and ideas clearly and concisely (verbally and in writing).
- Drafts correspondence and content independently.
- Ensures communication is aligned to workplace standards and policies.
- Shares information in a timely, logical and consistent manner

Stakeholder engagement and management:

- Provides expertise and support to internal/external stakeholders.
- Receives and manages stakeholder requests using established policies and procedures.

- Identifies which issues can be resolved and which issues need to be referred elsewhere.
- Sets clear expectations with stakeholders about what support can be provided.
- Prioritises issues according to internal/external stakeholders needs and urgency of issue.
- Keeps track of issues that have been escalated elsewhere to ensure they are being actioned.

Decision making:

- Able to approach a task/issue and identify decisions that need to be made.
- Applies established process and criteria for making decisions.
- Recognises when to consult with a more experienced team member.
- Able to make straight forward decisions in a timely manner.

Problem solving and advising:

- Able to apply problem solving processes to resolve low risk problems.
- Identifies and collects relevant data and information.
- Asks thoughtful and relevant questions to understand problems and potential causes.

Negotiation and influence:

- Remains calm when dealing with issues raised by internal/external stakeholders.
- Able to communicate clearly and with authority in an effort to negotiate and resolve lower risk matters/issues.

Data gathering and analysis:

- Gathers and analyses data relevant to domain/area of expertise.
- Understands data gathered and why it's being used.
- Identifies relevant trends in data.
- Identifies issues, problems or opportunities and determines if action is needed.
- Able to clearly organise and present analysis and findings.

Managing performance:

- Sets stretch goals and objectives.
- Provides feedback to supervisors, peers and colleagues.
- Fosters a positive workplace culture through role modelling organisational values.

Leadership and business acumen:

- Takes ownership and responsibility for own productivity, learning and development.
- Shows initiative in developing and applying relevant business acumen.

Change management:

- Provides options, ideas and feedback to support adoption of change within domain area.
- Demonstrates openness and willingness to adopt new ideas and change.
- Encourages others to understand and value change.

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	General Manager - People, Culture and Experience
Supervision of	Nil
Internal Liaison	All ACEM Employees Members and trainees of the College
Committee Liaison	Nil
External Liaison	External Contractors and Suppliers

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.
- This role is active and requires the ability to undertake light but active manual activities.