

Position Description

Position title	Engagement Coordinator, The Australian Prevention Partnership Centre
Reports to	Communications Manager (Prevention Centre)
Date established	September 2021
Direct reports	Nil
Employment status <i>(Full-time, part-time, contract length, FTE)</i>	Part-time (0.8 FTE) Two-year Fixed Term Contract; flexible hybrid working environment; option to extend, funding dependent.

Background

The Sax Institute is an independent, not-for-profit organisation that improves health and wellbeing by driving better use of evidence in policies, programs and services.

The Institute has an international reputation as an Evidence Specialist, and nearly 20 years' experience in translating research findings into policy drawing on our own expertise as well as that of our more than 50 member organisations. We work with governments, health organisations, research organisations and a network of experts nationwide to analyse policy problems and find the best evidence-based solutions.

Division / Program Area

The Australian Prevention Partnership Centre (Prevention Centre) brings people, ideas and evidence together to build a stronger, more connected prevention system. We collaborate with policy makers, researchers and practitioners to provide a coordinated voice for prevention, incubate solutions and support real-world action that improves population health.

We do this by convening national dialogues, partnering to generate and apply evidence, translating knowledge into practical tools and resources, and building workforce capability.

Together, we're creating lasting change for better health across Australia.

Purpose of position

This position sits within the Prevention Centre team and supports all internal and external stakeholder engagement, including scheduling and coordinating meetings, events and other networking opportunities across the prevention policy, practice and research sectors.

The Engagement Coordinator facilitates support of key Prevention Centre programs, including the Emerging Leaders' Network (ELN), Communities of Practice with workshops and webinars.

The role underpins the Prevention Centre's important work in building connections and supporting collaboration between research, policy and practice to ensure informed decision-making in relation to preventive health policy across Australia.

This position reports to the Communications Manager and provides communications support as required. It also provides administrative, financial and executive support to ensure streamlined functioning of the Prevention Centre.

Key accountabilities	Performance expectations
Stakeholder engagement and capability building	<ul style="list-style-type: none"> • Liaise with internal and external stakeholders as required. • Respond to a range of enquiries via telephone, email and in person, from staff, key stakeholders, and the general public regarding a variety of matters. • Analyse and manage incoming correspondence to the Prevention Centre shared email inbox, initiate appropriate action where possible and/or ensure the matter is forwarded to the relevant individual for resolution. • Support engagement of the Emerging Leaders' Network (ELN) and members of Communities of Practice by coordinating professional development, networking and engagement activities in partnership with other members of the team. • Act as the key point of contact to existing and prospective members of the ELN and Communities of Practice to support ongoing engagement and communication across the network. • Maintain the ELN and Communities of Practice contact databases, ensuring data quality, accurate records and effective member communications, while supporting growth of the network. • Identify opportunities to expand the ELN network and Communities of Practice and strengthen connections between emerging leaders, communities of practice and the broader prevention sector.
Event management	<ul style="list-style-type: none"> • Provide end-to-end event coordination and delivery of online and in-person meetings, workshops, roundtables and stakeholder engagement events, including governance meetings, policy-research dialogues, and professional development and network activities. • Coordinate the technical delivery of online events and meetings, including management of virtual event platforms, interactive engagement tools, breakout sessions and participant support. • Support the Prevention Centre's participation in conferences and sector events, including coordination of presentations, workshops, exhibition stands, activations and stakeholder engagement activities. • Prepare and manage event budgets and manage supplier invoices. • Prepare and manage contracts with suppliers, undertaking site visits as necessary. • Develop and distribute event-related communications and briefing materials including invitations, programs, speaker briefings and event reminders using appropriate channels (such as Campaign Monitor). • Generate and manage guest lists, RSVPs, and registrations, leveraging the Prevention Centre's CRM system and other information sources as required. • Lead the development and distribution of post-event evaluations. • Ensure attendance records and other event data is uploaded to the Prevention Centre CRM system in a timely manner post-event.

Customer Records Management (CRM)	<ul style="list-style-type: none"> • Manage the Prevention Centre's CRM system (MS Dynamics), keeping contact information, distribution, event and marketing lists up to date. • Provide advice on system improvements with IT to ensure the system is fit-for purpose for a variety of teams, functions and purposes.
Website and content management	<ul style="list-style-type: none"> • Work closely with Communications colleagues to ensure integrated, effective and timely promotion and communication of events through digital and other channels. • Lead website content management in relation to event promotion. • Assist with development and uploading of web content, and assisting with routine website content updates and social media updates as required. • Support social media management from time to time. • Manage image consent processes for the ELN and other Prevention Centre stakeholders in the Centre's image database. • Assist with communications and publications administration, including data entry.
Administrative support including Executive and financial support	<ul style="list-style-type: none"> • Provide timely, effective diary management including meeting scheduling and room / virtual platform for Head, Prevention. • Coordinate travel and accommodation arrangements for the Prevention Centre staff and stakeholders as required. • Coordinate timely payment of invoices, undertake purchasing and produce reports as required. • Maintain records and balance information for reconciliation and reporting purposes. • Prepare and coordinate monthly corporate credit card acquittals and associated documentation. • Identify potential administrative or other issues and applying knowledge and initiative to solve problems proactively.

See over for Qualifications, Skills, Experience and Personal Qualities

Qualifications, Skills, Experience and Personal Qualities

Selection Criteria Essential

To be successful the Engagement Coordinator should demonstrate the following technical and behavioural competencies:

- Excellent written and verbal communications skills.
- Excellent interpersonal skills, an ability to develop productive working relationships with a range of stakeholders.
- Strong organisational and time management skills.
- Well-developed problem-solving skills and initiative.
- Ability to work autonomously and as part of a team.
- Experience working in a dynamic organisational setting with diverse stakeholders.
- Five years' experience coordinating stakeholder engagement activities, events, meetings or professional development programs involving multiple stakeholders.
- Experience supporting online and hybrid meetings, workshops or events using digital collaboration and engagement platforms.
- Experience managing stakeholder information using CRM systems, databases or related platforms.
- Proficiency in Microsoft Office applications and relevant digital platforms, including Microsoft Teams and online event management tools.

Selection Criteria Desirable

- Experience using tools such as Microsoft Teams, Miro/Mural, Canva, Slido, WordPress, Eventbrite, Campaign Monitor, Dynamics 365.
- Experience working in the health, research, government or not-for-profit sectors.

Challenges

- Dealing with multiple stakeholders and competing needs
- Dealing with tight timeframes and conflicting priorities

Key stakeholders and relationships

The Australian Partnership Prevention Centre

- Head, Prevention
- Communications Manager
- Prevention Centre Team

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- Admin, finance, HR and Commercial teams

External

- Policy and funding partners (government and non-government)
- Stakeholders (government, non-government, philanthropic)
- Research institutions and their academic/research, policy and administrative staff
- ELN members
- Community of Practice members