

Position Description

Position number:	PN021	Last reviewed:	January 2025
Designation:	Travel Officer/Events Coordinator		
Classification:	Permanent, full- time/part time	Salary band:	Band 3
Business area:	Corporate Services/Travel		
Reports to:	Travel Manager		
Key stakeholders:	Accreditation, Indigenous Policy and Programs, Assessment teams and external committee members		

Organisational purpose

The AMC's purpose is to ensure that the standards of education, training and assessment of the medical profession promote and protect the health of the Australian community.

AMC values

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| <ul style="list-style-type: none"> • Integrity • Cultural safety and cultural competence | <ul style="list-style-type: none"> • Collaboration • Openness and accountability | <ul style="list-style-type: none"> • Striving for excellence • Innovation |
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Business area purpose

Effectively coordinate travel and accommodation requirements for AMC staff, committee members and AMC affiliates.

Position purpose

The purpose of this position is to support internal and external travel clients (staff, and AMC affiliates) by providing a high standard of travel, accommodation and conference booking services.

AMC commitment to cultural safety, diversity, and inclusion in the workplace

The AMC aims for a diverse workforce to reflect the Australian community we serve. We believe diversity improves ideas and results in better outcomes and our employment policies reflect our commitment to diversity and inclusion.

The AMC is committed to a working environment that is inclusive and culturally safe for all. The AMC works closely with a number of Aboriginal and/or Torres Strait Islander and Māori stakeholders. It is a requirement that staff must ensure a working environment that is inclusive and culturally safe at all times.

All AMC staff are required to participate in ongoing cultural safety training.

To ensure we meet our strategic goal of ensuring culturally safe practice to improve health outcomes, the AMC understands that we require Aboriginal and/or Torres Strait Islander and Māori Peoples in our workforce. ***The AMC encourages applications from Aboriginal and/or Torres Strait Islander and Māori Peoples for all roles advertised.***

Position responsibilities

- Effectively coordinate domestic and international travel and accommodation for AMC staff and stakeholders in line with AMC policy and to a high standard of client service, including:
 - Meetings, conferences, and travel for the AMC Directors and Council members
 - Bespoke travel arrangements for assessment visits as well as accreditation committee meetings.
 - Clinical Examination, workshops and panel meetings.
- Liaise with travel, accommodation and conference providers to ensure efficient and effective outcomes.
- Prepare pre- and post- travel documents and reconcile accounts.
- Monitor any changes to the AMC meeting program, and attendance at meetings, and respond accordingly.
- After meetings and travel have been completed, check the accuracy of all charges on the invoice before submitting them for approval to the meeting coordinator.
- Provide advice to internal and external clients and service providers about travel arrangements, policy and systems.
- In the absence of the travel manager act as senior travel officer and ensure effective communication and follow up with the travel manager.
- Proactively support continuous improvement in the work, team, and the organisation through being innovative, displaying critical thinking, and being responsive to the needs of customers and stakeholders.

Additional Event Coordination and Office requirements (where Travel workload permits):

- Provide a professional and friendly first point of contact for visitors to the AMC.
- Coordinate the preparation and delivery of in-house events including liaising with the meeting organiser about requirements; provision of catering; arranging access for guests, set up and clearing of meeting rooms.
- Liaise with the Administration Officer and Facilities Officer regarding ordering of catering supplies, building access and cleaning services in relation to events held in the Canberra office.
- Act as backup to the Administration Officer for reception and office duties during periods of Absence.

Position key results area (KRAs)
Travel Coordination - Coordinate flights and accommodation in line with AMC policy and to a high standard of client service. Stakeholder Collaboration - Liaise professionally and effectively with providers and users of travel, accommodation and conference facilities regarding all aspects of meeting and travel arrangements. - Provide advice to staff and external stakeholders regarding AMC travel policy. Financial Management - Produce Tax Invoices, seek approval of contracts, and undertake regular financial reconciliation activities. - When acting as the Travel Manager, approve expenditure in line with delegated authority and AMC policy. Performance Evaluation - Contribute to AMC analysis of travel data to improve performance of our travel services.

Key selection criteria
Experience/knowledge - Experience in retail or corporate travel coordination. - Proven ability to set and maintain high standards for detailed administrative work, including a high degree of accuracy and attention to detail. - A high standard of computer literacy, including experience in Microsoft Office and general data entry/database operation. - Demonstrated ability to work within established policies and guidelines and to suggest and implement process improvements. - Ability to communicate effectively both orally and in writing with a diverse range of stakeholders. - Demonstrated capacity to establish good working relationships with others and to function effectively as a member of a team, with minimal supervision. - Commitment to providing the highest standards of service.
Personal qualities - Discretion in managing the personal data of AMC staff and affiliates. - Excellent interpersonal skills, with the ability to deal with people at all levels with tact and discretion. - A commitment to ongoing professional development.