



## POSITION DESCRIPTION

<b>POSITION TITLE</b>	<b>Member Service and Professional Learning Suites Coordinator</b>	
<b>REPORTS TO</b>	<b>Events Coordinator</b>	
<b>MAIN PEOPLE INTERACTIONS</b>	<b>INTERNAL</b> Education Consultants Administrative Support Officers	<b>EXTERNAL</b> School Members Non-member schools Visitors Suppliers
<b>POSITION PURPOSE</b>	This role will provide an enthusiastic, warm, and efficient welcome to member and non-member schools, staff, and any members of the public interacting with AISWA through various communication channels including face to face. The position also includes providing planning, operational and administrative support for all onsite AISWA Professional Learning activities, ensuring a high-quality training experience for staff and participants.	
<b>PURPOSE, VALUES AND BEHAVIOURS</b>	<p><b>PURPOSE</b> To lead, serve and advocate for the WA Independent Schools sector.</p> <p><b>OUR VALUES</b></p> <ul style="list-style-type: none"> <li>• Integrity</li> <li>• Service</li> <li>• Equity</li> <li>• Stewardship</li> </ul> <p><b><u>Integrity – We build trust through honesty and integrity.</u></b> As a member organisation we are committed to honesty, truthfulness and acting in a way that builds trust with our stakeholders.</p> <p><b><u>Service – We actively listen, lead, and support our sector.</u></b> We deliver a positive and sustainable service to our members. We are responsive, we listen and lead our sector by offering the best evidence-based programs and services.</p> <p><b><u>Equity – We celebrate choice and diversity.</u></b> We encourage a workplace that celebrates and provides equal opportunities for all employees. This equity extends to our members where we advocate for our schools that provide diversity and choice in education for the Western Australian community.</p> <p><b><u>Stewardship – We collaborate to deliver choice in education.</u></b> We promote the importance of independent education through strong stewardship and highlight that it contributes to a diverse choice in education. We seek new opportunities to advocate, deliver new solutions and programs that strengthen independent schools in Western Australia.</p> <p><b>EXPECTED BEHAVIORS AND ATTITUDES:</b></p> <ul style="list-style-type: none"> <li>• Actively support AISWA’s Purpose</li> <li>• Comply with AISWA’s Values, Policies, Procedures, and Codes</li> <li>• Adhere to all Health and Safety laws and contribute to a safe and healthy workplace.</li> </ul>	

KEY POSITION RESPONSIBILITIES	TASK FOCUS AREAS
<b>Provide Front Desk Service</b>	<ul style="list-style-type: none"> <li>• Welcome visitors to AISWA, oversee sign-in procedures, and guide them to the relevant AISWA staff member or appropriate meeting area.</li> <li>• Offer adept responses to telephone, email and counter enquires.</li> <li>• Manage the receipt and distribution of all incoming mail and deliveries.</li> <li>• Ensure the upkeep of various AISWA rooms, including the procurement of necessary supplies.</li> <li>• Preparation of responses to enquiries and input into communication to members.</li> </ul>
<b>Provide Professional Learning Service</b>	<ul style="list-style-type: none"> <li>• Ensure that the Professional Learning Suites are adequately resourced, maintained and efficiently administered to deliver a high-quality training facility.</li> <li>• Manage events for the AISWA Professional Learning Suites, overseeing and being responsible for all onsite bookings and catering arrangements.</li> <li>• Confirm upcoming booking requirements, collaborate with event hosts during the planning stage to address all event needs.</li> <li>• Coordinate catering for meetings and events, ensuring alignment with event specifications.</li> <li>• Collaborate with catering suppliers to secure optimal pricing and service, establishing a preferred supplier list.</li> <li>• Support AISWA staff in event management, including participant greetings and overseeing event sign-ins.</li> <li>• Always conduct clean-up of events facilities and arrange rooms for subsequent events.</li> <li>• Collaborate with AISWA's IT staff to provide technical support in the Professional Learning Suites, including microphone testing, assisting presenters with the AISWA Guest WiFi network connections, and basic trouble shooting.</li> <li>• Update and manage the display of event details on TV screens and other communication avenues.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Processing of invoices and receipts relating to the Professional Learning suites.</li> <li>• Assist in the planning, organisation, and implementation of major AISWA events, many which occur in external locations.</li> </ul>
<b>Software Specific Requirements</b>	<ul style="list-style-type: none"> <li>• Proficiency with Microsoft Office software including Word, Publisher, Excel, PowerPoint, Outlook, and Microsoft Teams.</li> <li>• Competent in ProSpend.</li> </ul>
<b>Essential Qualifications</b>	<ul style="list-style-type: none"> <li>• Enthusiasm and ability to be flexible with work arrangements.</li> <li>• Previous experience in events management is highly desirable.</li> <li>• Demonstrated exceptional organisational skills, with the ability to manage a diverse workload within specified time constraints.</li> <li>• Strong proficiency in both oral and written communication.</li> <li>• Meticulous attention to detail.</li> <li>• Demonstrated outstanding customer service skills.</li> </ul>
<b>Skills and Qualifications Required</b>	<ul style="list-style-type: none"> <li>• Current 'C' Class drivers' licence and access to a licenced vehicle for work use as required.</li> <li>• Current National Police Clearance</li> </ul>