

Position Description

Position Title	Event & Program Support Administrator
Location	Brisbane, Sydney or Melbourne
Team	Clinical Programs, Research and Innovation
Employment Status	0.6 Fulltime equivalent on a maximum term contract to 31 December 2026
Award	Social, Community, Home Care and Disability Services Industry Award 2010 (Social and Community Services)
Level	Level 2
Reports to	Senior Manager - Health Professional Learning
Direct Reports	Nil
Version	October 2025

PURPOSE OF POSITION DESCRIPTION

The purpose of this position description is to document the purpose, desired candidate attributes and key responsibilities encompassed within the role. The key areas of responsibility and performance indicators are tied to performance review and career development. This document should be reviewed annually as changes in the organisation may result in the need to update the position description.

SECTION 1

OUR MISSION

Healthy lungs for all.

OUR VISION

To lead lung health and transform lives through impactful programs, policy, campaigns, and research.

OUR VALUES

Our values underpin everything we do:

- **Trusted:** We are a credible, evidence-based authority in lung health, disease and cancer.
- **Excellence:** We set the standard through expertise, leadership and innovation, striving every day for the highest quality in everything we do.
- **Impact-driven:** We create meaningful, lasting impact in lung health, with a commitment to equity and addressing disparities.

- **Collaborative and inclusive:** We listen deeply, value lived experience and work together for better outcomes.
- **Curious and innovative:** We embrace new ideas, challenge the status quo, and remain responsive and adaptable in a changing world.
- **Empathetic and fair:** We approach our work with care, compassion and fairness, and a deep understanding of those we serve.

OUR STRATEGIC PRIORITIES

1. Promote lifelong lung health and prevent disease
2. Advance lung health equity
3. Support people to live well with lung disease
4. Drive life-changing research and innovation

OUR TEAM

Lung Foundation Australia is an award-winning profit for purpose organisation and national health and advisory body for lung health. We are proud to be an Employer of Choice, recognised for our commitment to staff wellbeing, inclusion and shared sense of purpose.

Following significant growth in brand, influence, funding, and reach, we have entered a bold new

chapter with our 2026–2030 Corporate Plan. This plan builds on more than three decades of impact and outlines an ambitious agenda to embed lung health as a national priority, expand our reach, and improve outcomes for all Australians.

Our strong performance has been recognised nationally with awards including:

- Non-Government Organisation of the Year – 2020 & 2024
- The Voice Project's Best Place to Work – 2020, 2021, 2023, 2024 and 2025

We operate from offices in Brisbane, Sydney, and Melbourne with a national footprint supported by a growing network of staff and volunteers. We are committed to work-life balance, flexibility, and an inclusive workplace culture.

Over the next five years, we will:

- Expand into new offices and priority regions
- Double our workforce to meet demand
- Launch new programs, research initiatives, and advocacy campaigns that deliver measurable impact

Before applying, we encourage you to learn more about our Mission and impact by reading our [Annual Impact Report](#).

SECTION 2

PURPOSE OF THIS ROLE

The Event & Program Support Administrator will provide administrative support to several key program areas within the Clinical Programs, Research & Innovation (CPR&I) team. The functions of the role include:

- Supporting administration of Health Professional Learning Program activity.
- Supporting administration for Lung Foundation Australia events.

Lung Foundation Australia's CPR&I team is responsible for delivering research, education, training, resources, clinical tools and events for the multidisciplinary lung health workforce. The team also develops resources and information across key disease areas, including COPD, bronchiectasis and occupational lung disease, through a cross-functional approach that supports both professional and community engagement.

In 2026, key initiatives will include:

- Inhaler Device Technique Training Workshops (delivered virtually each month)
- The inaugural Australian COPD Symposium, to be held in Melbourne, June 2026
- Presence at other industry events throughout the year to promote Lung Foundation Australia's products and services to health professionals

The Event & Program Support Administrator is central to implementation of these initiatives. Working as part of a broader project team and reporting to the Senior Manager - Health Professional Learning, the Event Assistant is responsible for the administrative components of these initiatives.

SKILLS, QUALIFICATIONS AND KEY ATTRIBUTES REQUIRED (KEY SELECTION CRITERIA)

Qualifications

This role is ideally suited to an individual with 1-2 years' experience in an event assistant/coordinator /executive support/administration role.

Experience

Previous experience in event support, project and/or program coordination or administrative support. Experience in the not-for-profit, health, education and/or events sectors would enhance suitability.

Relevant experience includes:

- Administrative support of established project plans
- Positive contributions internally within project teams, and externally in a customer support capacity
- Administrative support and/or coordination of in-person events OR demonstrated ability to learn within this domain
- Utilisation of client relationship management/database software such as Salesforce CRM, OR demonstrated ability to learn within this domain

Knowledge and Skills

As the ideal candidate, your skills and attributes include:

- Highly self-motivated and proactive, efficient in the implementation of administrative and project duties.
- Strong interpersonal, verbal communication and presentation skills and an ability to build and maintain positive working relationships with colleagues and external stakeholders at all levels.
- Strong attention to detail and excellent organisation skills to effectively prioritise and manage multiple tasks simultaneously.
- Ability to provide reliable administrative support working with diverse team members.
- Capacity to balance the need to operate independently with working cross-functionally across teams in various geographical locations.
- Ability to confidently troubleshoot, problem solve and initiate process improvements.
- Ability to maintain confidentiality and handle sensitive matters diplomatically and discreetly.
- Demonstrated proficiency in Microsoft Office 365 suite including use of programs including Word, Excel, PowerPoint and Outlook.
- Information and communication technology skills (or demonstrated capacity to learn effectively) in:
 - Videoconference platforms (MS Teams/Zoom)
 - Education platforms/learning management systems advantageous but not required
- Knowledge of Salesforce advantageous.

As part of your induction process you will be required to undertake the following:

- National Police Check

KEY AREAS OF RESPONSIBILITY AND PERFORMANCE INDICATORS

The major areas of work, organised as key areas of responsibility and performance indicators, are outlined in this section.

Key Areas of Responsibility	Performance Outcomes
Administrative support for the operations of the Health Professional Learning Program	• Support monitoring of the shared Lung Learning email inbox and coordinate troubleshooting support/provide customer service for any users experiencing technical difficulties, in line with the established standard operating procedure. • Provide administrative support to the Senior Manager – HP Learning to ensure the smooth operation and delivery of program activity. • Administrative support for the operations of the established Inhaler Device Technique Training Program, including:

	○ Invite enrolled participants to book sessions, ○ Assemble and mail out inhaler demonstration kits to participants, ○ Support post-session administration including activation of automated communications from Salesforce, and ○ Maintain inhaler demonstration device inventory, escalating to the Program Lead – HP Learning where inhaler orders are required.
Administrative support for Lung Foundation Australia's attendance at industry events	● At the direction of the Senior Manager, support planning and attendance at industry events and conferences at which Lung Foundation Australia has a planned presence, including: ○ Liaise with external event organisers to finalise bookings including furniture/plant hire etc. ○ Support the Program Lead – HP Learning with development of the internal exhibition briefing using the established template and operating procedure, ○ Book freight for all merchandise, printed resources and other materials to and from each event, and ○ Maintain a conference inventory register and regularly communicate with the Senior Manager where more stock is needed.
Administrative support for Lung Foundation Australia-hosted Health Professional Events	● At the direction of the Senior Manager – HP Learning, provide administrative support for meetings of the COPD Symposium and Australian Lung Cancer Scientific Committees, including polling members, booking calendar appointments, preparation of meeting agendas and minutes. ● Separately to the Scientific Committees, administratively support meetings of the organising committees (which include relevant LFA staff and the externally contracted Professional Conference Organising team). ● Provide other administrative event support as required, for example with the annual Hope Research Alumni Dinner.
Continuous quality monitoring and improvement	● Timely communication regarding any issues of concern to the Senior Manager – HP Learning and implementation of risk mitigation strategies as per Activity Plan.
Stakeholder Engagement	● Prompt, positive engagement with internal and external stakeholders to support achievement of program milestones. ● Evidence of professional customer service is evident in the delivery of all activities.

Team contribution and effectiveness	• Demonstrate behaviours that reflect LFA values and positively contribute to team culture. • Collaborate with the senior leadership team and broader organisation to achieve shared goals. • Share program activity updates across LFA. • Participate in LFA events and meetings as required. • Comply with Lung Foundation Australia values, policies, procedures and statutory obligations.
Workplace Health & Safety (WHS)	• Comply with legislative and Lung Foundation Australia WHS Policy. • Ensure a safe working environment for self and others, including when working from home.

SECTION 3

REPORTING RELATIONSHIPS

This position reports to the Senior Manager – Health Professional Learning.

EXTERNAL RELATIONSHIPS

This role works with a variety of internal and external stakeholders to deliver the Health Professional Learning Program and the broader event activity of Lung Foundation Australia with a health professional and/or education focus.

SECTION 4

PERFORMANCE APPRAISALS

Performance review and career development discussions will take place six monthly with the Senior Manager – Health Professional Learning.

SECTION 5

ACCEPTANCE OF POSITION DESCRIPTION

This position description is intended to describe the general nature of the duties performed. It is not intended to be a complete list of all responsibilities, duties and skills required of the position. Other appropriate duties may be assigned that are not listed in the position description.

My signature below indicates that I have reviewed, accepted, and received a copy of this position description.

(Employee name)

Date