



VACANCY: EVENTS ADMINISTRATOR AND SUPPORT

A vacancy for the abovementioned role has become available within the South African Dental Association. Applications are invited for the position. Please submit your application with an abridged (no more than 3 pages) curriculum vitae to jobs@sada.co.za by no later than 7 August 2025

Job Title	Events Administrator and Support	Reporting To	Events Manager
Department	Events	Location	SADA Head Office, Parktown (occasional travel)
Contract Type	Full-time		

This is the role profile in a normalized situation and it recognizes only the core responsibilities

ABOUT THE ORGANIZATION
SADA is a dynamic membership-based organization focused on providing valuable resources, advocacy, and leadership for professionals in the dental industry. We strive to protect the interests of our members while ensuring legal and regulatory compliance across various sectors, particularly within the oral healthcare industry.

POSITION OVERVIEW
The Events Administrator & Support provides comprehensive administrative and operational support across a wide range of SADA events, including branch events, webinars, congresses, graduand ceremonies, and social outreach campaigns. The role includes managing logistics, invoicing, Continuous Professional Development (CPD) compliance, and delegate coordination. The ideal candidate is detail-oriented, tech-savvy, and committed to excellent service for members and stakeholders. 80% of this role is administrative.

Key Responsibilities
1. Branch Events
<ul style="list-style-type: none">• Manage invoicing, credits, and refunds; follow up every two weeks.• Maintain structured event folders (e.g., project numbers, invoices, payment status).• Resolve delegate syncing issues before each event.• Send confirmations and manage cancellations via Glue Up.• Submit attendance lists to the Health Professions Council of South Africa (HPCSA) within 5 working days for CPD purposes.• Maintain CPD submission records and assist with reporting to the Strategy, Ethics and Remuneration Committee (SERCOM).• Conduct venue site visits, prepare sign-in registers, name tags, and marketing materials.• Attend events and capture photos for social media use.

2. Webinars
<ul style="list-style-type: none"> • Host and manage evening webinars. • Ensure timely CPD submissions and maintain records. • Address member queries regarding CPD points. • Generate post-webinar evaluation and survey reports for SERCOM.
3. CPD Administration
<ul style="list-style-type: none"> • Issue monthly CPD invoices and follow up on outstanding payments. • Record and track invoicing details on shared systems.
4. Congress Support
<ul style="list-style-type: none"> • Support invoicing, quotes, and contracts for traders and delegates. • Manage speaker contracts, travel, accommodation, and shuttle arrangements. • Maintain real-time income and payment tracking. • Handle delegate queries, group bookings, and refund processes. • Oversee registration logistics, marketing material delivery, and SADA stand setup. • Manage gala dinner seating, speaker co-ordination, and onsite staff allocations.
5. Graduand Events
<ul style="list-style-type: none"> • Manage invoicing, seating plans, marketing materials, and RSVPs for stakeholders. • Provide guest hosting and flow management on event days.
6. Social Responsibility Campaigns
<ul style="list-style-type: none"> • Organise SADA's participation in events such as World Oral Health Day. • Co-ordinate outreach events, prepare resources, and capture media content.
7. Marketing Material Management
<ul style="list-style-type: none"> • Track all materials using a logbook system. • Keep the storeroom organised and ensure items are clean and ready for use.
8. Member & General Support
<ul style="list-style-type: none"> • Respond to all member and event-related queries within 24–48 hours. • Flag duplicate Glue Up accounts to the Marketing team. • Assist with switchboard duties and registration support.

Requirements
Qualifications & Experience:
<ul style="list-style-type: none"> • Diploma or Degree in Administration, Event Management, Marketing, or similar. • 2–3 years in administrative or event support roles. • Experience with systems like Glue Up, Zoom, Xero, or Microsoft Teams is a strong advantage. • Proficiency in Microsoft Office (Excel, Word, Outlook).
Skills:
<ul style="list-style-type: none"> • Strong communication and interpersonal skills. • High-level organisation and multitasking ability. • Excellent customer service and time management.
Attributes:
<ul style="list-style-type: none"> • Detail-oriented and methodical • Emotionally intelligent and proactive • Tech-savvy and adaptable • Professional and service-driven • Strong written and verbal communicator