

Position Description

Position Title	People Support Coordinator	Reporting to	People & Capability Advisory Lead
Business Unit	People & Capability	Direct reports	N/A
Classification	Level C	Date	May 2024

Our Organisation

The Royal Australian College of General Practitioners (RACGP) is the voice of General Practitioners (GPs) in our growing cities and throughout rural and remote Australia. For more than 60 years, we've supported the backbone of Australia's health system by setting the standards for education and practice and advocating for better health and wellbeing for all Australians.

We cultivate a stronger profession by helping the GPs of today and tomorrow continue their professional development throughout their careers, from medical students and GPs in training to experienced GPs. We develop resources and guidelines to support GPs in providing their patients with world-class healthcare and help with the unique issues that affect their practices. We're a point of connection for GPs serving communities in every corner of the country.

Australia's GPs see more than two million patients each week, and support Australians through every stage of life. The scope of general practice is unmatched among medical professionals, so the RACGP supports members to be involved in all areas of care, including aged care, mental health, preventative care and Aboriginal and Torres Strait Islander Health.

Patient-centred care is at the heart of every Australian general practice and at the heart of everything we do.

Our Values

RACGP Employees are expected to uphold our workplace values:



Progressive leadership Forward thinking and proactive leaders who lead by example and empower employees to create and drive innovation



Quality Honouring our Organisational Vision and Mission Statement by constantly striving for excellence in service delivery and advancement in the field



Ethics Committed to acting with morality, integrity and transparency in serving the best interests of all stakeholders



Professionalism Dedicated professionals who respect and collaborate with others and are fully accountable for their actions.

Your Team

The People & Capability (P&C) team plays a critical role in ensuring that the RACGP has a positive and inclusive culture, provides an engaging employee experience, and has the right people with the right capabilities to support, review and deliver on the RACGP vision and strategy within competitive and compliant frameworks.

The functions of the People & Capability Business unit include:

- People Support (workplace relations, industrial relations, HR administration, policy, process)
- Payroll
- Workplace Health and Safety
- Talent & Performance (talent acquisition and learning and development)
- Diversity & Inclusion
- HR business partnering
- Employee communications

Your Role

The People Support Coordinator plays a key role in delivering service excellence by providing a full range of coordination services to the People & Capability team, operational leaders and employees.

The role is required to oversee and deliver accurate employee records and processes across the whole employment lifecycle. From commencement of employment (recruitment processes, drafting employment agreements, entering new employee information on HRIS, onboarding, training & development), as well as coordinating/checking variations to agreements, position changes and updating position descriptions.

With an eye for detail the People Support Coordinator regularly looks for continuous improvement with People & Capability documents, processes and templates, always considering the end user and looking to increase efficiencies and improve the employee experience. Critical analysis is required when reviewing relevant information, triaging and prioritising work in an often complex environment, whilst ensuring employer compliance is upheld at all times.

Working closely with payroll, finance, IT and other business service functions, the role requires experience with cross functional processes and works particularly close with payroll. As a key member of the People & Capability team, this role will be required to confidently advise and liaise with all levels of management and team members.

Key Responsibilities

- Provide accurate and timely Coordinator support services to all managers/employees and the People & Capability team.
- Monitor, triage, and action queries sent to the People Support inbox.
- Ensure accurate and timely provision and processing of information for payroll.
- Oversee employee data/information to ensure it is accurate across the employment lifecycle including commencement of employment; variations to employment; payroll/salary changes; FTE/hours; leave queries; contract/agreement changes; health records; performance records etc.
- Peer review colleague work outputs to ensure high quality and accurate work is delivered by the team.
- Track significant dates and complete relevant documentation: probation; end contracts; secondments; higher duties and extended leave.
- Ensure compliance with employee and payroll information/data on various People & Capability operating systems, including HRIS, Learning Hub, Intranet and Records Management systems.

- Support People & Capability projects delivery.
- Have a continuous improvement mindset and regularly consider ways to optimise people systems and processes.
- Support the delivery of cyclical and ad-hoc people data analytics.
- Facilitate, document and report on exit interviews.
- Schedule, coordinate and ensure currency of mandatory training (Fire Warden, First Aid, WHS Representatives).
- Engage with software providers to coordinate system changes and updates as required.
- Support policy review and development.
- Create accurate and compliant templates on a range of documents, letters, emails, policies, procedures, guidelines, and work with and coach business leaders to ensure compliance with these.
- Undertake Job Assessments and Evaluations according to EBA competency descriptions and external data as required.
- Comply with all relevant workplace policies and procedures.
- Other duties as required.

Talent Acquisition (where required)

- In consultation with TA team members, coordinate and organise candidate interviews, draft job advertisements and conduct candidate screening phone calls.
- Work with the TA team on relevant projects, reporting and analytics.
- Conduct candidate reference checks and background checks (Police/WWC).
- Support the management and triaging of the Recruitment inbox by responding to routine enquiries and forwarding more specialist enquiries to the relevant TA team member.
- Upload position descriptions for active recruitment opportunities to RACGP Job Opportunities webpage.

Learning & Development (where required)

- Schedule, coordinate and ensure currency of training.
- Triage queries in the L&D inbox.
- Coordinate training records, to ensure course enrolments are accurate and up to date.
- Administer the Learning Management System (LMS), ensuring employee records are current and accurate.
- Support L&D team on relevant projects, reporting and analytics.

Qualifications and Experience

Essential

- Tertiary qualification in Human Resources, Business, Psychology or Law.
- Knowledge and experience in similar role with working knowledge of contemporary HR practices.
- Highly organized with outstanding attention to detail and the ability to delivery high volume of work with minimal errors.
- Proven ability to build relationships with a variety of stakeholder with an unwavering commitment to customer service delivery.
- Mature knowledge and understanding of industrial compliance (FairWork – NES – Awards/EA's).
- Respectfully work with confidential information.
- Ability to lead one's own work autonomously to meet deadlines.

Highly Desirable

- Post-graduate qualification in Human Resources, Business, Psychology or Law.
- Experience working in a membership-based organisation.
- Experience conducting payroll and HR processes and procedures.
- Intermediate skills using all functions within Excel, Word, PowerPoint and Visio.
- Experience with Chris21 or ichris.

Your Relationships

Your role requires interaction with internal and external stakeholders including:

Internal:

- People & Capability team
- RACGP employees
- RACGP managers
- Payroll team

External:

- Software providers
- Training providers