

Position Description

Position Title	Executive Assistant	Reporting to	Chief Advocacy Officer and Chief People Officer
Business Unit	Advocacy, People & Capability	Direct reports	N/A
Classification	Level D	Date	April 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 Role

This role reports to one or Chief roles and provides high level administration and secretariat support whilst contributing to the successful operations of the supported business unit/s. This role may also be required to provide secretariat support to a number of Board (and Board related) sub-committees and working groups and collaboration is required with other Executive Assistants whenever there is specific overlap on certain types of work.

This role is instrumental to promoting a harmonious spirit amongst the supported business unit/s leadership team/s and Executive Support teams, living our values and behaviours expected and working cooperatively and collaboratively - particularly at times of Board reporting, handling sensitive issues and coordinating workloads that are time-sensitive and where there is specific overlap on certain types of work.

Key Responsibilities

- Provide high level administrative, secretariat and diary management support to the Chief/s and ensure the Chief/s has the appropriate documentation, reports and associated information for meetings and appointments.
- Manage and prioritise workflows to ensure that meeting reports, minutes and correspondence and matters for attention are dealt with in a professional and timely manner.
- Coordinate meetings, calls and agendas for various internal/external client meetings.
- Maintain calendar planning and appointment management in relation to scheduled meetings (internal and external).
- Manage emails and correspondence for the Chief/s in a professional, confidential and courteous manner, exercising judgement and confidentiality in prioritising, sorting and drawing attention to urgent correspondence, whilst also setting in place systems to store, manage and archive email traffic.
- Provide secretariat support to the various Board (and Board related) sub-committees and working groups as required.
- Assist in preparation of and draft Board papers, drafting letters, minutes, transcripts and other documents, conducting research as required.
- Track and manage Board paper and approval processes, including out of session endorsements (OoSE).
- Event management and coordination as required.
- Make travel arrangements and process expenses.
- Assist in liaising with a range of internal and external representatives, and in the handling of general queries and requests.
- Prepare and edit professional documents, reports, communications and correspondence.
- Provision of high level administrative and secretariat support to departments (as directed).
- Comply with all relevant workplace policies and procedures.
- Other duties as required.

Qualifications and Experience

Essential

- Previous executive assistant experience supporting executive level management ideally at the C level suite.
- Previous experience managing and supporting Board Committees.
- Strong planning and organisational skills with demonstrated ability to work flexibly to deadlines on multiple tasks/projects.
- Strong commitment to customer service.
- Strong writing skills (correspondence, policies, and reports) and verbal communication skills.
- Experience preparing letters, reports, minutes and submissions.
- Excellent stakeholder engagement and credibility in working with senior stakeholders and a collegiate approach to working with staff within the organisation at all levels.
- Excellent attention to detail.
- The ability to maintain discretion and confidentiality at all times.
- Demonstrated ability to be resourceful, pre-emptive, and problem solve.
- Advanced MS Office skills (Word, Excel, Visio and PowerPoint).

Highly Desirable

- A suitable degree or qualification or have substantial experience in a relevant discipline such as healthcare, education or member-based organization.
- Experience with Endnote and Records Management.

Your Relationships

Your role requires interaction with internal and external stakeholders including:

Internal:

- Chiefs
- RACGP Board, President, CEO
- Other Executive Assistants and Administrators within RACGP
- Executive Team
- Leadership Team
- Other business units
- General Counsel
- Board Coordinator
- Committee Chairs and Members

External:

- RACGP Members
- Department of Health (DoH)
- Other government departments
- Other external stakeholders