

# Position Description

Position Title	Business Improvement Specialist	Reporting to	Business Improvement Manager
Business Unit	Corporate Services	Direct reports	Nil
Classification	F	Date	March 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 Business Transformation department exists to set the College up to improve the way we work and focus on the right things, so that together we thrive and deliver value to our members. As part of the Corporate Services business unit, we contribute to our people being able to do their jobs effectively and successfully with the right culture, capacity, and capabilities, shaping strategic direction and driving continuous improvement.

The Business Improvement team help identify, visualize, and make changes to processes and systems that positively impacts employees and our members, shaping a strategically driven continuous improvement program that uplifts business performance and enables innovation and an improved way of working.

## Your Role

Reporting to the Business Improvement Manager, the **Business Improvement Specialist** plays a key role in designing and delivering organisation-wide change and business improvement interventions to support and deliver RACGP's operating plan. This role will manage a pipeline of business improvement activities across the organisation and build organisational capability in business improvement tools, methodologies, and frameworks to improve the customer and employee experience.

The Business Improvement Specialist will partner with employees at all levels of the organisation to map, review and improve organisational business processes and capabilities ensuring effective implementation and adoption. This role is critical in leading a continuous improvement way of working, through education and application of business improvement tools and methodologies.

## Key Responsibilities

- Lead end to end business improvement projects using strong stakeholder engagement strategies to actively understand and influence the improvement outcomes
- Uplift organisational capability in business improvement principles, techniques, tools, systems and methodologies to ensure appropriate business process, workflow, and ways of working are mapped and benefits captured across all business improvement projects.
- Lead and facilitate workshops to understand and produce end-to-end current state process and workflow maps at varying levels of detail, identifying pain and gain points that will inform an improved future state
- Apply the principles and techniques of lean, agile and human centred design to deliver service led solutions to organisational and member challenges
- Work with Change Managers to identify and plan business improvement activities required to deliver sustained change and an enhanced culture
- Ensure consistent, high-quality methodologies and tools are utilised in systemic solution design and delivery
- Partner with the Business Intelligence & Insights department to champion the use of data driven decision making and insight led targeted innovation
- Engage and coach people leaders to contribute to a culture of continuous improvement and quality outcomes by proactively addressing problems and initiating changes that add value to the employee and member experience
- Ensure workplace health & safety standards are in place and act as a safety role model to ensure the safety of all people through appropriate anticipation, identification and mitigation of risks
- Comply with all relevant workplace policies and procedures.
- Other duties as required

## Qualifications and Experience

### Essential

- Relevant business improvement certification in a methodology such as Lean/Six Sigma Trained (minimum Greenbelt) or demonstrated relevant experience
  - Design Thinking/Human Centred Design trained to an intermediate level or demonstrated relevant experience
  - Demonstrated experience in engaging, training and coaching managers and employees in business process improvement tools & methodologies to deliver specialist outcomes.
  - Strong demonstrated ability in developing and facilitating end to end process maps
  - Demonstrated conceptual and analytical problem-solving skills within comparable organisations or change and business improvement projects
  - Excellent interpersonal, negotiation and influencing skills with the ability to use discretion and judgment in a complex environment and with a variety of stakeholders
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**Highly Desirable**

- Demonstrated experience in large-scale change projects with multiple initiatives across business processes, systems, operating model, organisation design, digital transformation, and culture
- PRINCE2, AGILE, Scrum Master Qualifications at any level
- Change management Certifications, E.g. PROSCI, Kotter's 8 Step model
- Cert IV in Training and Assessment
- Knowledge of health or membership organisations

**Your Relationships**

Your role requires interaction with internal and external stakeholders including:

**Internal:**

- Executive and Senior Leaders
- RACGP Employees

**External:**

- RACGP Members + registrars
- Candidates and incoming employees
- Vendors as required