



Position Title	Executive Assistant to COO	Reporting to	COO
Department	COO	Direct reports	N/A
Classification	Level C	Employment Status	Permanent Full time (1.0FTE)
Position number	TBA	Date	February 2019

The Organisation

The Royal Australian College of General Practitioners (RACGP) is Australia's largest professional membership body for general practitioners (GPs). We represent over 39 000 members including urban and rural GPs, medical students and registrars.

The RACGP's mission is to support GPs in improving the health and wellbeing of all Australians, "Healthy Profession. Healthy Australia." We provide skills and knowledge assessment, educational training and ongoing professional development for practicing GPs. We develop resources and guidelines, help GPs with issues that affect their practice, support research to link members with the latest advancements in the field and advocate on behalf of the general practice profession to set and maintain standards of high quality health care for Australians.

Our Values

RACGP Staff are expected to uphold our workplace values:



Progressive leadership Forward thinking and proactive leaders who lead by example and empower staff 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 **Chief Operating Officer** provides services corporate and integrative services across the RACGP to its Board and committees, members, the CEO, managers and staff. These services are in the areas of:

- Member Services
- Faculties
- RACGP Oxygen Pty Ltd
- Business Development
- Media and Comms
- International

Member Services is responsible for leading national strategic and operational outcomes in promoting a career in general practice, market intelligence, member service, support and engagement, retention, acquisition, membership policy and revenue-generation through all career stages of RACGP members.

The RACGP has a Faculty in each state, which are responsible for developing and delivering responsive and contemporary services to members to enhance general practice and the health of the communities.

Business Development develops relationships with external commercial companies, NGO's and Federal & State funded initiatives, who are looking to engage with primary care and our GP members.

The Media and Communications Unit is responsible for strategic external communications and public relations including brand and profile building, political advocacy, digital content creation, social media engagement and internal communications.

RACGP International expands the RACGP's reach and contact internationally. It is responsible for managing the RACGP's international collegial commitments and furthering the RACGP's interests offshore.

Your Role

To provide the COO with high level administrative and secretariat support, whilst still contributing as required to RACGP International and the COO's other service areas.

Key Responsibilities

- Provision of high level administrative and secretariat support to the COO
- Provide secretariat and administrative support to RACGP International as required
- Manage the COO's diary and commitments
- Making travel arrangements and processing expenses
- Coordinate meetings, calls, agendas, catering for various internal/external client meetings
- Manage emails and correspondence in a professional and courteous manner
- Preparing and editing professional documents, communications and correspondence
- Provide end-to-end project administration support
- Undertaking special projects and activities as directed
- Provision of high level administrative and secretariat support to the RACGP CEO, SLT, Committee Members and others (as directed)

Environment, Health and Safety

- Complies with the College's OH&S policies and procedures
- Takes reasonable care for the safety of his/her own health and safety and that of other people who may be affected by their conduct in the workplace
- Seeks guidance for all new or modified work procedures to ensure that any hazardous conditions, near misses and injuries are reported immediately to the Manager
- Participates in meetings, training and other environment, health and safety activities
- Does not wilfully place at risk the health or safety of any person in the work place
- Does not wilfully or recklessly interfere with or misuse anything provided in the interest of environment health and safety or welfare
- Cooperates with the College in relation to activities taken by the College to comply with OH&S and environmental legislation.

Your Relationships

Your role requires interaction with the following stakeholders:

RACGP Staff:

- COO
- CEO & Senior Leadership Team
- International Business Relationships Manager
- Other RACGP EAs and Administrators
- RACGP Events team
- General Counsel
- General Managers for Finance, HR, IT
- National Manager - Faculties
- Other staff as required

Other:

- RACGP Members
- International Colleges
- International delegates
- General Practice suppliers
- Other external stakeholders

Key Selection Criteria

Experience, knowledge and Skills

As a **suitable** candidate, you will have:

- Previous administration experience supporting senior or executive level management
- Strong planning and organisational skills
- Previous experience as an Executive Assistant
- Demonstrated ability to work flexibly to deadlines on multiple tasks/projects
- Good stakeholder engagement and management skills
- Strong commitment to customer service
- Excellent written and verbal communication skills
- Experience preparing letters, reports, minutes and submissions

As an **ideal** candidate, you will **also** have:

- Advanced stakeholder management skills
- Previous experience in project administration
- Previous experience in transformations of complex organisations
- Previous experience dealing with international stakeholders
- Experience with TRIM / RM and iMIS
- Experience in working / liaising with committees and staff in Government departments

- Previous experience supporting committees and diverse stakeholder groups
- Excellent attention to detail
- Advanced MS Office skills (Word, Excel, Project and PowerPoint)

Qualifications

As a **suitable** candidate, you will have completed a post-secondary qualification in business/office administration

As an **ideal** candidate, you will have a suitable degree or qualification or have substantial experience in a relevant discipline such as healthcare or administration

Workplace Behaviours

In your role, you are expected to:

Positively influence others

Take initiative

Focus on service

Make effective decisions

Be transparent

Be respectful

Be emotionally intelligent

Be flexible and adaptive

Strive for excellence

Demonstrate integrity

Be accountable

Collaborate

Classification Description

In accordance with the RACGP's Enterprise Bargaining Agreement (EBA) 2014 or subsequent agreement.

Declaration

I **XXXXXXXXXX** acknowledge that I have read and understood the position description for the Executive Assistant position which forms part of my employment contract from the date of issue.

I accept that the Position Description may need amending and updating periodically due to changes in responsibilities and organisational requirements

Employee: _____ (signature) Date: _____

This Position Description is approved by:

H.R:

 _____ (signature)

Date: 6 February 2019