



Position Title	PEP Online Support Administrator	Reporting to	Fellowship Programs Operations Manager
Department	Fellowship Programs Operations	Direct reports	N/A
Classification	Level B	Employment Status	Full time, Ongoing
Position Number	TBC	Date	TBC

The Organisation

The Royal Australian College of General Practitioners (RACGP) is Australia's largest professional membership body for general practitioners (GPs). We represent more than 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

Education Services sets the strategic framework and operational activity for education in accord with the RACGP vision statement and strategic overview focussed on the life journey of the general practitioner. It achieves this outcome by researching, developing, implementing, evaluating and maintaining the policy framework, curriculum and academic standards of a general practitioners training and education in Australia. This includes initiatives and requirements applicable to the three life-cycle phases of the RACGP curriculum comprising: pre-general practice, general practice under supervision and general practice – lifelong learning and concordance with internal and external regulatory and qualitative benchmarks.

Your Role

The Practice Experience Program (PEP) Online Support Administrator is accountable to the Fellowship Programs Operations Manager. The role supports the customer service, PEP Portal and Learning Management System (LMS) functions of the PEP team. This role will be the first point of contact for external stakeholders including program participants and operational staff at Regional Training Organisations (RTO).

The PEP Online Support Administrator will provide a good user experience around the LMS working collaboratively with users to resolve issues directly, or by referring the call to the appropriate level of technical or educational support.

You will be part of the PEP team, which has been created to effectively implement the RACGP PEP, which is funded by the Commonwealth Department of Health to provide educational support to Non-Vocationally Registered (Non-VR) doctors in partnership with Regional Training Organisations (RTOs).

Key Responsibilities

- First point of contact for a diverse range of enquiries relating to the program and its systems
- Provide high-level administrative support for the program particularly during peak periods
- Develop, maintain and effectively distribute user guides and training for PEP LMS and PEP Portal users
- Expected to maintain up-to-date knowledge of a broad range of PEP processes, policies, FAQs, information guides and associated tools and applications (technology) relating to role description
- Provide detailed advice, guidance, support and compliance requirements for matters relating to the program
- Build and maintain positive relationships with PEP participants and key internal and external stakeholders
- Effective use of all internal systems to ensure highest standards of Information Management are maintained
- Build and run reports for internal and external stakeholders through the LMS
- Handle technical enquiries around the LMS and PEP Portal from internal RACGP staff, RTO staff and PEP participants
- End to end management of users in LMS including activating and deactivating users, assigning roles and assigning teams
- Trouble shooting technical enquiries on the LMS and PEP Portal
- Review and maintain LMS component of the Initial Core Skills Analysis (ICSA)
- Perform financial tasks such as but not limited to: Processing of payments, refunds, invoicing and credit notes
- Perform other adhoc administrative tasks as required

Environment, Health and Safety

1. Complies with the RACGP's OH&S policies and procedures
2. 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
3. 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
4. Participates in meetings, training and other environment, health and safety activities
5. Does not willfully place at risk the health or safety of any person in the work place
6. Does not willfully or recklessly interfere with or misuse anything provided in the interest of environment health and safety or welfare
7. Cooperates with the RACGP in relation to activities taken by the RACGP to comply with OH&S and environmental legislation.

Equity, Diversity and Inclusion

1. Models and promotes appropriate behaviour in relation to equity and diversity principles and practices
2. Embraces RACGP's equity and diversity initiatives, strategies and implementations in staff equity/diversity related areas, promotion of staff equity and diversity policy/training and RACGP's Reconciliation Action Plan

Your Relationships

Your role requires interaction with the following stakeholders:

RACGP staff including

- Fellowship Programs Operations Manager
- PEP Administrators
- PEP Coordinator
- PEP Communications & Education Coordinator
- E- learning Content Developer
- Member Services Centre Team Members
- State Faculty and Education teams
- Finance, IT and all other RACGP departments as required

External

- RACGP members
- PEP participants
- Regional Training Organisations

Key Selection Criteria

Experience, Knowledge and Skills

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

- Demonstrated experience providing high level administrative support in a fast paced environment
- Customer service or relationship management experience with the ability to develop and sustain positive relationships with internal and external stakeholders
- Excellent communication skills both verbally and written
- Demonstrated experience in developing and maintaining process instructions and how-to guides for a range of audiences
- Ability to plan, organise and establish own work priorities to meet deadlines and handle multiple tasks with competing priorities with ease
- Demonstrated experience in data entry, and the use of PC based applications (including an intermediate competency in Microsoft Office) alongside an ability to quickly learn databases and CRM systems
- Ability to work independently and/or as part of a team
- A solutions driven problem solver who shows initiative and will actively contribute to the growth of the program becoming an integral part of the PEP team

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

- Experience in customer service, sales, administration or data entry
- Experience within the health or education industry
- Experience with systems administration

Qualifications

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

- Year 12 completion

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

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 Enterprise Bargaining Agreement (EBA) 2018 or subsequent agreement.

Declaration

I XXXXXX acknowledge that I have read and understood the **Online Support Administrator** position description 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: April 2019