

Position Description

Position Title	Program Administrator FSP	Reporting to	Team Lead - FSP
Business Unit	Education and Training	Direct reports	Nil
Classification	Level B	Date	April 2026

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 Education and Training business unit plays a critical role in ensuring that the RACGP has the right mechanisms to support, review, maintain and deliver standards for all aspects of a GP's training and education across the lifelong journey of General Practice.

The business unit delivers the GP Training programs to train medical doctors in general practice as a key component of the Department of Health's Australian General Practice Training (AGPT) and Rural Generalist Programs along with the RACGP's Fellowship Support Program (FSP) and Specialist Practice Experience Program. Education and Training develops and maintains the curriculum and educational standards for these programs as well as the ongoing development and delivery of the RACGP's Continuing Professional Development (CPD) Home. With more than 60% of the team made up of clinical employees, including medical educators and Censors, the member experience is front and centre. The Education and Training Operations department is responsible for the nationally consistent delivery of activity that supports the end-to-end registrar journey from application, selection and placement through training delivery and examination. Driving a member-centric focus across all operational functions, is key to building a reputation for educational and training excellence.

The functions of the Education and Training Operations department include:

- Education Governance and Development
- Assessment
- GP Training Operations

Your Role

Reporting to the Team Lead – Fellowship Support Program (FSP), the Program Administrator - FSP provides highly professional administration support to the FSP team, assisting in the provision of ongoing support for FSP registrars. The role requires the ability to effectively triage and allocate requests using knowledge of the program to provide information required by participants and supervisors.

Working closely with the Team Lead - FSP and Medical Education teams, the role requires strong organisational abilities, a professional attitude and excellent customer service skills. The incumbent will require an ability to work to strict deadlines and manage competing priorities.

Key Responsibilities

- Support all administration aspects of the Fellowship Support Program, providing high quality administration and customer service to key stakeholder and all FSP team members.
- Communicate via email and telephone calls with registrars, supervisors and practice staff in relation to FSP program requirements as required, maintaining high levels of customer service at all times. Administration of the end to end administration process for external clinical teaching visits.
- Preparing, maintaining and following up all Workplace Based Assessment related paperwork.
- Supporting ongoing tracking and administration related to management of data, training requirements, including preparing documentation for outgoing registrars.
- Compiling the completion of training paperwork for submission to the censor.
- End-to-end administration and support related to the registrar out of practice education including:
 - face to face orientation workshop
 - remote SGL program
 - other workshops as required.
- Monitoring and triaging FSP email correspondence.
- Providing administration and secretarial support for the FSP team members, including scheduling and organising appointments and team meetings, preparing agendas, taking minutes, correspondence, and provide other administrative assistance as required.
- Composing FSP correspondence and documents using the appropriate communication tool, for example outlook or RACGP Training Management System (TMS).
- Work closely with the information systems team to ensure currency and accuracy of relevant data and records.

- Maintain RACGP's high customer service standards at all times with RACGP internal and external stakeholders.
- Ensure that all service requests are handled in an appropriate, positive and expedient manner.
- Attend and participate in all FSP team activities as required.
- Participate in registrar fee-related tasks, procurement and other financial processes as appropriate to program operations.
- Contribute to portfolio areas, for example participating in working group/s, giving feedback on processes, and supporting project work.
- Comply with all relevant workplace policies and procedures.
- Other duties as required.

This role requires the incumbent to occasionally travel to locations outside of their local RACGP office to set up, coordinate and run events. The travel requirement may require overnight stays.

There is an element of manual handling to transport and set up equipment for events within the Program Administrator role. Manual handling training will be provided.

Please note some events are held outside of normal office hours and occasional work outside of office hours, such as evenings or weekends and flexible ordinary hours is required. Overtime or time off in lieu will be paid in accordance with the enterprise agreement.

Qualifications and Experience

Essential

- Relevant experience or qualifications in support of the role. This could be within a variety of fields including administration, management, education
- Relevant and current experience in education and/or training environment
- High level of customer service skills
- High level of administration skill

Highly Desirable

- Experience in supporting the delivery of the AGPT, PEP or FSP programs
- Experience working in health and/or education setting
- Intermediate skills in online learning management systems and customer relationship management systems

Your Relationships

Your role requires interaction with internal and external stakeholders including:

Internal:

- Medical Educators FSP
- Education Unit and Training Business team
- RACGP staff

External:

- Registrars, Supervisors and Practice staff
- RACGP Members