

Position Description

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| Position Title | People Support Coordinator | Reporting to | People Support Lead |
| Business Unit | People & Culture | Direct reports | N/A |
| Classification | Level C | Date | July 2025 |

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 People & Culture (P&C) team plays a critical role in ensuring that the RACGP has a positive and inclusive culture, provides an engaging employee experience, and has the right people with the right capabilities to support, review and deliver on the RACGP vision and strategy within competitive and compliant frameworks.

The functions of the People & Culture Business unit include:

- People Support (workplace relations, industrial relations, HR operations & administration, recruitment, policy, process)
- Payroll
- Workplace Health and Safety
- Organisational Development (organisational development, workforce planning, learning and development, reconciliation and diversity, equity and inclusion)
- HR business partnering
- Employee communications

Your Role

The People Support Coordinator plays a critical role in delivering efficient, high-quality coordination and administrative support across the full employee lifecycle, including recruitment, onboarding, employment changes, records management, and exit processes. The role works closely with the broader People & Culture team, operational leaders, payroll, finance, IT, and external vendors to ensure data accuracy, process compliance, and an excellent employee experience.

This position requires strong organisational and stakeholder engagement skills, attention to detail, and a continuous improvement mindset. It involves coordination across key systems such as HRIS, recruitment and selection (JobAdder), and records management platforms, and requires confident communication with internal and external stakeholders at all levels of the organisation.

Key Responsibilities

- Provide accurate and timely support services to managers, employees and the People & Culture team.
- Coordination of candidate and employee information on various P&C operating systems, including JobAdder, HRIS, Intranet and Records Management systems (or equivalents).
- Assist with recruitment planning, refining position descriptions, recruitment approval documentation, uploading roles to JobAdder (or equivalent), placement of advertisements, tracking and screening candidates, organising interviews, reference and other employment checks, finalising placements, and confirming employment contract information.
- Attend recruitment briefs with People & Culture Business Partners and Hiring Managers to understand role requirements as required.
- Coordination of JobAdder (or equivalent) administration, contribution to system improvements, updating and archiving data as required.
- Updating RACGP Careers page to ensure position descriptions currently advertised are listed and any other relevant information is provided.
- Monitor, triage, and action queries sent to the People Support and Recruitment inboxes.
- Supporting employee movements in EPM21 to ensure employee/manager relationships are maintained for performance development and review purposes
- Ensure accurate and timely provision and processing of information for payroll.
- Oversee employee data/information to ensure it is accurate across the employment lifecycle including commencement of employment; variations to employment; payroll/salary changes; FTE/hours; leave queries; contract/agreement changes; health records; performance records etc.
- Peer review colleague work outputs to ensure high quality and accurate work is delivered by the team.
- Track significant dates and complete relevant documentation: probation; end contracts; secondments; higher duties and extended leave.
- Ensure compliance with employee and payroll information/data on various People & Culture operating systems, including HRIS, Intranet and Records Management systems.
- Support People & Culture projects delivery as required.
- Pursue continuous improvement opportunities and regularly consider ways to optimise people systems and processes.
- Support the delivery of cyclical and ad-hoc people data analytics.
- Facilitate, document and report on exit interviews.

- Engage with software providers to coordinate system changes and updates as required.
- Support policy review and development.
- Create accurate and compliant templates on a range of documents, letters, emails, policies, procedures, guidelines, and work with and coach business leaders to ensure compliance with these.
- Undertake Job Assessments and Evaluations according to Enterprise Agreement provisions and external data as required.
- Comply with all relevant workplace policies and procedures.
- Other duties as required.

Qualifications and Experience

Essential

- Knowledge and experience in similar role with working knowledge of contemporary HR practices.
- Highly organised with outstanding attention to detail and the ability to deliver a high volume of work with minimal errors.
- Proven ability to build relationships with a variety of stakeholders with an unwavering commitment to customer service delivery.
- Mature knowledge and understanding of industrial compliance (FairWork – NES – Awards/EA's).
- Respectfully work with confidential information.
- Ability to lead one's own work autonomously to meet deadlines.

Highly Desirable

- Tertiary qualification in Human Resources, Business, Psychology, Law or a related field.
- Experience working in a membership-based organisation.
- Experience conducting payroll and HR processes and procedures.
- Intermediate skills using all functions within Excel, Word, PowerPoint and Visio.
- Experience with Chris21 or ichris.

Your Relationships

Your role requires interaction with internal and external stakeholders including:

Internal:

- People & Culture team
- RACGP employees
- RACGP managers
- Payroll team
- Subject matter experts such as Finance, IT and Procurement

External:

- Potential employees (candidates)
- Recruitment agencies
- Software providers
- Training providers