

Position Description

Position Title	Member Engagement & Reception Officer	Reporting to	Member Engagement Team Lead
Business Unit	Member Experience	Direct reports	N/A
Classification	Level C	Date	May 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

Regional faculties are the trusted home for members and the primary mechanism through which the College listens to understand and represents member views. They operate at the frontline of advocacy, professional connection and engagement, ensuring national strategy is delivered in a way that is relevant and meaningful within each regional context.

Through member touchpoints such as CPD activities, Fellowship and awards ceremonies, leadership forums and advocacy engagement, faculties strengthen professional identity and create structured opportunities for consultation and connection.

As a member-owned organisation, the RACGP exists to strengthen and represent Australia's GPs. The regional faculty team play a critical role in enabling structured consultation, translating member insight into action, and fostering a connected professional community where members feel heard, supported and represented.

Your Role

Reporting to the Member Engagement Team Lead, the Member Engagement & Reception Officer supports the Member Engagement Coordinator to develop and deliver a broad range of member-focused activities across Victoria, including education workshops, webinars, conferences, meetings, collegial and social functions. The role supports member engagement across faculty communication channels including newsletters and social media by supporting the development of content. The role also supports high quality reception services at the RACGP's head office on a rostered basis one day per week and is expected to provide coverage on reception as needed.

Key Responsibilities

- Support the delivery and evaluation of member-focused activities across Victoria, including education workshops, webinars, conferences, meetings, collegial and social functions.
- In collaboration with the Member Engagement Coordinator, support the Victorian Council and Committees to action and evaluate agreed activities.
- Develop and deliver regular and ad hoc faculty communications including, faculty newsletter, EDMs, social media and event promotions.
- In collaboration with the Member Engagement Coordinator and CPD team, ensure faculty activities meet educational requirements and reporting timeframes.
- Under the direction of the Member Engagement Team Lead, support continuous quality improvement activities including member consultation and evaluation of events and activities, to ensure ongoing improvement and increasing member value.
- Support all other member engagement activities as required.
- Support reception services on rostered days and as needed.
- Provide welcoming assistance to members, visitors, RACGP staff, and building tenants, and manage the front desk – including car park, allocation of temporary security access passes, courier deliveries, and mail sorting.
- Answer internal and external telephone calls to the Victorian Faculty
- Deliver agreed KPIs – to be developed in conjunction with the Member Engagement Team Lead.
- Comply with all relevant workplace policies and procedures.
- Other duties as required.

Qualifications and Experience

Essential

- Qualifications in event management, communications, business administration, marketing, project management or similar.
- Demonstrated experience in a successful event delivery or communications role
- Strong customer service focus with high level of attention to detail and organisation skills
- Excellent communication skills – able to communicate effectively with all levels of staff, management and internal and external stakeholders.
- Demonstrated experience working independently and as part of a small team.
- Proficient in Microsoft Office suite of products and technical ability in the set-up of IT equipment
- Experience in events management platforms, including Events Air.
- Flexibility to work after hours and weekends as required.

- Satisfactory completion of a National Police Check may be required.

Highly Desirable

- Post-graduate communications, event management, business or equivalent qualifications
- Demonstrated experience in a successful communications and event delivery role
- Previous experience in a membership-based organisation and/or knowledge of the health sector

Your Relationships

Your role requires interaction with internal and external stakeholders including:

Internal:

- State Manager, VIC
- RACGP employees

External:

- RACGP members
- Service providers