

Position Description

Position Title	Fellowship Administrator	Reporting to	Governance and Fellowship Lead
Business Unit	Education and Standards	Direct Reports	NA
Classification	Level B	Date	January 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 Education Governance and Development team provides governance oversight, development of tools and support to the Education divisions' councils and committees to ensure the function efficiently and effectively and fulfill their obligations as defined in the RACGP Constitution, Terms of References and other governance obligations. The team is responsible for key actions in the final phases of a doctor's admission to a RACGP Fellowship and the doctor's Fellowship status. This role will have a key focus and drives outputs for the Censors and Censor – in – Chief to heavily manage, lead and deliver on AMC accreditation and standards requirements.

This sub-team works across five Education Governance and Development (EGD) teams which provide a range of functions that are key to the successful, and consistent, development and implementation of education and training for GPs throughout their lifecycle in medicine. The team focuses on academic leadership and standards in GP education.

The team provides administrative support to the RACGP Censor in Chief enabling the incumbent to discharge the responsibilities of the role, including activities associated with the international colleges with whom we run conjoint exams. The team is responsible for administering the final phases of a doctor's application for admission to an RACGP Fellowship including creating a permanent record of a doctor's Fellowship details and providing a parchment.

The team is responsible for providing formal documentation about a doctor's Fellowship status and responding to questions about admission to Fellowship.

Your Role

The Fellowship Administrator (FA) administers the final stages of an RACGP member's journey to Fellowship and is responsible for the timely and efficient processing of applications. The FA liaises with GP Training coordinators from all states, regulatory bodies, state faculties, other teams in the Education Services and Fellowship Pathways divisions, RACGP Rural, the Secretariat to the RACGP Board, international colleges, the CPD team, external suppliers and stakeholders, and members. The FA prepares and sends original and replacement parchments to Fellows. The role creates accurate recording and archiving of Fellowship data and responds to requests for information about processes or Fellowship status.

The FA processes requests for Letters of Good Standing and verifies doctors' certificates on request to a third party.

The FA provides administrative and logistical support to the Education Services division projects and operational work, including the councils and committees meeting program.

Key Responsibilities

- Administer Fellowship applications for all pathways and programs; record Fellowship data in iMIS and CM and prepare ratification lists for Censor in Chief; provide new Fellow lists to Ahprah, GP Training coordinators, the CPD team and the RACGP Board secretariat
- Order, collate, prepare, and distribute Fellowship parchment and FARGP parchments
- Prepare Letters of Good Standing and other similar documentation
- Receive, complete, and respond to requests for primary source verification
- Respond to queries from members, regulatory agencies and other stakeholders as required, including data provision
- Oversight of weekly, monthly and yearly fellowship data, liaising with the Business Intelligence and Insight team to make sure Fellowship numbers are accurate
- Create invoice, process payments and raise purchase orders; monitor shared email inboxes, and respond to general enquiries
- Provide administrative and logistical support to the councils and committees meeting program as required e.g. room/venue bookings, invitations, ordering catering, organising and setting up catering on meeting days; arrange travel and accommodation

- Contribute to effective and efficient business models and foster a culture of continuous improvement; follow best practice Privacy procedures
- Participate in the RACGP Performance Review Cycle.
- In consultation with Manager, deliver agreed Work Performance Goals.
- Other duties as required.

Qualifications and Experience

Essential

- Relevant Business and/or Administration Training.
- Experience and commitment to high quality customer service delivery ideally within a member-based organisation.
- High level communication skills both written and verbal with the ability to produce high quality, clear and succinct correspondence.
- Experience in data entry with accuracy and speed.
- Experience in planning, organising and multitasking to ensure tight deadlines are achieved.
- A resilient and independent capacity to thrive on the challenge of change.
- Strong computer literacy skills with knowledge and use of Microsoft Office (with a focus on Excel and Word) with the ability to learn and use new systems quickly and proficiently.
- Ability to operate in a changing environment and committed to contributing to a continuous improvement culture.

Highly Desirable

- Business and/or administrative training to Diploma Level and/or have successfully completed a degree qualification in any related field
- An understanding of general practice training in Australia
- Experience working with members in a not-for-profit environment
- An understanding of the existing structure and relationships of the RACGP

Your Relationships

Your role requires interaction with internal and external stakeholders including:

Internal:

- Education Services and Fellowship Pathways divisions employees and managers
- Censor-in-Chief and all the Censors
- Office of the CEO and President
- GP Training coordinators and Fellowship Apply team
- Employees in other departments including: Membership, Finance, IT, QI&CPD

External:

- GPs and RACGP Members,
- Recruiters, practice managers
- Apha
- AFPM and HKCFP representatives
- Suppliers of goods and services