

Position Title	Selection Program Administrator	Reporting to	Selection Program Lead
Business Unit	Education	Direct reports	NA
Classification	Level B	Date	January 2022

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 Assessment Operations department delivers a range of functions which contribute to the RACGP establishing and maintaining high standards of knowledge, experience, competency and skills in general practice. The department achieves this through the development and delivery of nationally consistent assessment to determine entry to training and educational programs, commencement onto and progress through pathways to Fellowship of the RACGP and attainment of Fellowship. There is a focus on academic leadership and standards in assessment and related program and project delivery. The department has three teams: Education Support, Selection Program and Fellowship Exams.

Department responsibilities include:

- Management of applications made by members and applicants to enter pathways, sit exams and progress toward Fellowship of the RACGP, including:
 - Assessment of Australian and overseas general practice experience
 - Comparability assessment for international medical graduates holding specialist qualifications for recognition in Australia
- National development and delivery of RACGP Selection assessments:
 - Candidate Assessment and Applied Knowledge Test (CAAKT)
 - Practice Experience Program Entry Assessment (PEPEA)
- National delivery of RACGP Fellowship examinations:
 - Applied Knowledge Test (AKT)
 - Key Feature Problem (KFP)
 - Clinical Competency Exam (CCE)
- The establishment and maintenance of strong working relationships with State Faculty teams in the delivery of assessments and examinations, ensuring a nationally consistent approach delivered locally.
- National delivery of the Commonwealth Department of Health contract for Australian General Practice Training (AGPT) Selection.
- Reporting to a range of stakeholders including the RACGP Council of Censors, Department of Health, Medical Board of Australia, Australian Medical Council and Regional Training Organisations.

Your Role

As the Selection Program Administrator, you will report to the Selection Program Lead – Assessment Operations and provide high quality administrative functions for the Selection Program team. Your role is critical to the RACGP's selection process for entry to GP training and education programs and the development and delivery of national assessment and related programs. You will undertake a range of administrative tasks to required timeframes, including provision of customer service, data entry, documentation, record keeping and assessment planning. At certain times there will be a requirement to work after hours and/or at other locations to support assessment activities. This will be arranged with as much notice as possible and remuneration will be under the RACGP Enterprise Bargaining Agreement (EBA) 2018 (or subsequent agreement).

Key Responsibilities

- Respond to queries from internal and external stakeholders (including members, applicants and assessment candidates) received by email and telephone and provide high quality, accurate and timely customer service.
- Maintain all filing systems including Content Manager (CM).
- Process and follow up on exam incident reports, special arrangement applications, Censor in Chief submissions and related activities.
- Assist with the preparation of briefings and reports to internal and external stakeholders.
- Assist with the preparation of a range of materials, including databases, lists, FAQs, and other documents.
- Act as a primary point of contact within the team for enquiries and triage internal escalations.
- Provide administrative support for workshops and meetings, including set up, distribution of documentation, minutes, catering and booking travel.
- Assist with assessment content development and management, including administration of item development, paper review process and remuneration for item writers.
- Maintain an up-to-date knowledge of all relevant policies and processes.
- Provide administrative support to the Selection Program Lead and National Manager – Assessment, Examination & Selection Operations as required.

- Attend and support RACGP examinations and assessments run by the Assessment Operations department as required.
- Comply with all relevant workplace policies and procedures.
- Other duties as required.

Qualifications and Experience

- Completion of Year 12 or equivalent (post-secondary qualification in a relevant discipline desirable but not essential).
- Experience in a customer service role with a focus on developing and sustaining positive relationships.
- Experience in data entry with accuracy and speed.
- Experience using the Microsoft Office suite (with a focus on Excel and Word).
- Experience working in a complex environment with the need to maintain confidentiality and security of personal information and intellectual property.
- Experience planning own work priorities and multitasking to meet deadlines.
- Experience working effectively both within a team environment and independently.
- Experience in writing Standard Operating Procedures and documentation.
- Experience responding to changing requirements and adjusting priorities and plans accordingly.

Your Relationships

Your role requires interaction with internal and external stakeholders including:

Internal:

Staff within the following departments and divisions:

- Information & Data Systems
- Training Programs
- Member Services Centre
- Marketing & Communications
- Information Technology

External:

- Members/applicants/assessment candidates
- Regional Training Organisations
- Item writers
- Assessment vendors