

Position Description

Position Title	Member Engagement Team Lead	Reporting to	State Manager
Business Unit	Member Experience	Direct Reports	2+
Classification	Level F	Date	February 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 Member Experience business unit ensures the organisation listens to, supports, and delivers meaningful value to its members through responsive, nationally consistent services and regionally grounded engagement.

The business unit comprises:

- **Member Operations:** Responsible for member renewals, data integrity, and frontline service delivery through the national contact centre, ensuring members have access to accurate information and timely support.
- **Regional faculties:** Led by state managers who work closely with their faculty chairs, councils and regional sub-committees to address local member priorities. Teams manage key stakeholder relationships and deliver national and local strategies with strong regional relevance, supporting advocacy, events, and engagement to enable peer connection and knowledge sharing.
- **National faculties:** Teams that coordinate tailored offerings for key member groups, including GPs in training, rural and remote GPs, Aboriginal and Torres Strait Islander health, and GPs with specific professional interests. These teams support interest-based networks and advisory groups, enabling members to contribute to organisational priorities and professional communities.
- **National Awards and Convocation team:** Responsible for delivering the annual national award and convocation programs.

The business unit also supports engagement with international GP colleges and the National IMG Committee and advises the RACGP Board on effective support for international medical graduates.

Together, the Member Experience business unit is responsible for articulating and delivering the RACGP's member value proposition, ensuring every interaction contributes to a connected, supported, and professionally rewarding member experience.

The Member Engagement Team Lead is part of the regional faculty team that provide locally focused member services including:

- Providing a forum for members to actively engage in RACGP activities and on behalf of the RACGP.
- Promoting collegiality and pride in the profession.
- Advocacy and leadership to promote the profession to key stakeholders.
- Delivering education and collegial activities.
- Assisting with national campaigns in the recruitment and retention of RACGP members and developing strategies to promote membership at the state level.

Your Role

Reporting to the State Manager, the Member Engagement Team Lead ensures operational excellence, stability and resilience of faculty operations, enabling the faculty to function as a reliable and high-performing member home.

The Member Engagement Team Lead leads and oversees:

- Governance administration
- Faculty Event delivery
- Faculty Projects and contract delivery
- Operational systems
- Faculty team performance
- Risk and continuity planning

Success in this role is demonstrated through stable, well-coordinated faculty operations where governance activities are delivered on time and to agreed standards, member-facing programs run smoothly and are well regarded, and service continuity is maintained during periods of leave or transition. Effective operational leadership reduces executive escalation, strengthens team engagement and enables the State Manager to focus on strategic member leadership and advocacy.

Key Responsibilities

The Member Engagement Team Lead plays a critical role in ensuring the operational stability, governance integrity and delivery excellence of their state Faculty. They are responsible for maintaining resilient day-to-day operations, high-quality member-facing programs and effective faculty systems, enabling the faculty to function as a reliable and high-performing member home. Accordingly, the Faculty Lead is responsible for:

1. Operations & governance

- Ensure councils and committees are supported to agreed governance standards
- Oversee the management of agendas, papers, minutes and action tracking
- Maintain continuity during staff absence or transition
- Monitor and report on faculty performance metrics, including governance timeliness, event satisfaction and service responsiveness.

2. Delivery of member-facing programs projects and events

- Oversee planning and delivery of faculty programs, projects, events and other activities including CPD events, Fellowship ceremonies, faculty awards and other faculty activities
- Deliver innovative member focused solutions in response to business and member needs
- Support stakeholder engagement activities through coordination and operational management, ensuring alignment with faculty strategies and operational plans.
- Monitor event quality and satisfaction metrics with a view to continuous quality improvement.
- Ensure consistent member experience aligned to College standards and expectations.
- Work with the State Manager to meet the Strategic Operational Plan requirements.
- Work with the Advocacy team and the State Manager to support Advocacy Plan activities within the state.

3. Team leadership & culture

- Lead and develop faculty staff
- Build operational depth to reduce single-point dependency
- Foster positive team engagement and collaboration with co-located College teams

4. Business management, systems & risk

- Develop and oversee faculty budgets, reporting and resource allocation together with the State Manager.
- Implement risk management processes and ensure compliance with WHS and College policy.
- Partner with other faculties and business units to improve systems, processes and service consistency.
- Implement and maintain operational reporting systems to track performance, governance timeliness and member satisfaction.
- Partner with the property team to oversee faculty facilities and assets
- Oversee records management in accordance with College expectations.
- Other duties as required

Qualifications and Experience

Essential

- Tertiary qualifications in business, management, health administration, education, public administration or a related discipline (or equivalent demonstrated experience).
- Demonstrated experience leading high-performing operational teams, performance management and capability development.
- Proven experience managing budgets, resource allocation, governance processes and administrative systems in a complex organisational environment.
- Strong operational planning and delivery capability, with experience overseeing programs, events or service delivery functions to agreed standards and timeframes.
- Experience in project management and coordination
- Experience implementing and improving systems, processes and reporting frameworks to enhance efficiency, consistency and risk management.
- Sound understanding of governance requirements, compliance and risk management in a professional or member-based organisation.
- Strong written and verbal communication skills, including preparation of government and stakeholder consultations and submissions, reports, briefing materials and committee documentation.
- Ability to operate independently with high levels of accountability and attention to detail.

- Demonstrated ability to work collaboratively across teams and business units in a matrix environment.
- Willingness to undertake after-hours and weekend work to support faculty activities.

Highly Desirable

- A sound understanding and experience in professional organisations with a member focus
- Post-graduate qualifications in a relevant field (health, education, policy, management)
- Experience in the Australian General Practice or Primary Health Care sectors

Your Relationships**Internal:**

- Other RACGP Faculties
- Member Experience business unit
- Education and Training business unit
- Advocacy, Policy and Research business unit
- Faculty Chair and Council
- Faculty Committees and working groups

External:

- RACGP members
- Regional stakeholders (e.g. Representatives of the Department of Health, Primary Health Network, Parliamentary & Electorate Office, Australian Medical Association etc)