Position Description

Position Title	Business Architecture Manager	Reporting to	Head of Strategy & Architecture
Business Unit	People & Performance	Direct reports	1
Classification	Manager 1	Date	January 2024

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 and Performance Business Unit is a newly created team under our service led and member centric operating model designed to deliver services that employees need to deliver value for our members. Specifically, the People and Performance Business Unit plays a critical role in ensuring that we can set up our people to be able to do their jobs effectively and successfully with the right culture, capacity and capabilities as well shape strategy direction and drive a continuous improvement agenda to improve performance and innovate for members and stakeholders.

The functions of the People and Performance Business Unit include:

- Information Technology, comprising:
    - Service Delivery
    - Training Management System
    - Development
    - IT Security and Risk

- People, Culture & Inclusion, comprising
    - People Support
    - Talent
    - HR Business Partnering

- Strategic Planning / Business Improvement, comprising:
    - Change Management
    - Business Improvement
    - Portfolio Management
    - Strategic Reporting
    - Employee Communications

- Property, comprising:
    - Leasing
    - Property Design and Projects
    - Building Management

- Data and Insights, comprising:
    - Data Governance
    - Insights and analytics
    - Data Engineering

Your Role

The Business Architecture Manager, supported by the Transformation Analyst, plays a pivotal role providing leadership support and subject matter expertise to enablement teams orchestrating RACGP product and service delivery. With a focus on internal stakeholder management, this role involves partnering closely with business stakeholders to elicit strategic objectives and translate them into actionable IT initiatives aligned with the digital strategy.

A critical aspect of this position is linking business strategy with the reorganisation and restructuring of both business and IT processes, information flows, and technology infrastructure. The Business Architecture Manager is responsible for establishing and maintaining foundational alignment between business units and various enablement functions , including technology, strategy, process management, data & analytics, finance, and support.

The Business Architecture Manager offers valuable insights into identifying areas of strength and potential within the organisation. This involves identifying opportunities to strategically leverage technology capabilities and investment for digital transformation to ensure the long term sustainability of our IT architecture. The role strongly contributes to innovation and product development efforts through the development and maintenance of a robust IT innovation strategy.

This position requires a solid understanding of IT architecture principles, experience with relevant frameworks, and the ability to integrate business and technology perspectives for effective decision-making. It is essential to maintain a balance between innovation and practicality while adhering to established standards and frameworks.

Key Responsibilities

- Demonstrate in-depth understanding of RACGP product and service delivery and their alignment to the IT environment, business and information systems, data, value streams, capabilities and processes to ensure our IT Architecture meets business needs and is sustainable and scalable to meet future evolving needs
- Lead, plan, and facilitate workshops and elaborations with the business stakeholders, end users and IT to capture requirements and objectives.
- Initiate and manage the investigation and development of innovative methods, practices and technology that will enable an effective member and employee experience.
- Develop and communicate Enterprise Architecture models for business, information, applications and technology to both technical and non technical stakeholders.
- Ensure strategic plans and strategies are translated into technology roadmaps and help drive and design the digital strategy.
- Ensure adherence to Digital strategy, processes, architectural principles, and standards in project delivery and solution development.
- Provide guidance to solution architecture and delivery teams to ensure strategic outcomes and stakeholder goals are met.
- Positively contribute as a member of the IT Architecture Governance (ITG) Committee requiring regular attendance and commitment to the purpose of this committee.
- Undertake strategic analysis, visualizing growth and building high-level models for maturing the current business architecture.
- Partner with stakeholders to document and communicate the value to the business that has generated from the new capabilities and processes.
- Lead and manage direct reports, provide ongoing coaching, supervision as well as operational assistance with day to day trouble shooting or issues.
- Handle sensitive information and situations diplomatically and respectfully.
- Support a culture of inquiry and safe challenge so issues can be resolved, and opportunities embraced as they arise
- Ensure workplace health & safety standards are in place and act as a safety role model to ensure the safety of all people through appropriate anticipation, identification and mitigation of risks
- Ensure through your leadership approach that an inclusive working environment & culture thrives within the RACGP that focuses on outcomes for our employees that improve engagement, retention, development and productivity
- Develop talent and ensure diverse talent pipelines to provide succession candidates for all key leadership positions
- Comply with all relevant workplace policies and procedures.
- Other duties as required

Qualifications and Experience

Essential

- Minimum 5 years' experience in a similar role with equivalent scale and responsibility
- Experience with business process modelling, enterprise architecture, and associated tools.
- Demonstrated experience in designing agile and responsive solutions for business problems across business systems and processes
- Solid understanding of architectural layers – business, data, applications, and technology
- Proven ability to adapt to a constantly changing business landscape and keep pace with latest changes in the business and technology domains
- Expertise in presenting business solution concepts visually to target stakeholders at various levels across business, IT, and other non-IT stakeholders
- Ability to translate complex subjects into actionable recommendations.

- Effective communication skills suitable for the management of and liaison with staff and senior/executive management
- Strong analytical and critical thinking skills
- Strong interpersonal skills and communication skills with the proven ability to build and maintain effective working relationships at all levels of the organisation.

Your Relationships

Your role requires interaction with internal and external stakeholders including:

Internal:

- Executive and Leadership Team
- RACGP business units and enablement teams
- Technology Senior Leadership team and Technology employees
- Other employees at the RACGP

External:

- Department of Health
- ACRRM
- Suppliers and vendors