

Position Description

Position Title	People & Capability Advisor	Reporting to	People & Capability Advisory Lead
Business Unit	People and Capability (P&C)	Direct Reports	N/A
Classification	Level D	Date	April 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 & Capability (P&C) team plays a critical role in ensuring that the RACGP has a positive and inclusive culture, provides an engaging employee experience, and has the right people with the right capabilities to support, review and deliver on the RACGP vision and strategy within competitive and compliant frameworks.

The functions of the People & Capability Business unit include:

- People Support (workplace relations, industrial relations, HR administration, policy, process)
- Payroll
- Workplace Health and Safety
- Talent & Performance (talent acquisition and learning and development)
- Diversity & Inclusion
- HR business partnering
- Employee communications

Your Role

The People & Capability Advisor is responsible for assisting the People Support team in providing efficient, timely, accurate customer-oriented service/advice to management and all employees across the entire organisation. The role focuses on providing a range of advisory generalist human resources functions including generalist employment advice & guidance and offering people focussed business solutions. The P&C Advisor also plays a key role in ensuring the provision of timely and high quality HR services to the business and supports the P&C Coordinators to achieve this. This role is required to provide professional specialist HR/ER/IR advice when liaising with all levels of management and team members. This position reports to the People & Capability Advisory Lead and works closely with the Advisory Lead and P&C Coordinators.

Key Responsibilities

- Provide support guidance to the P&C Coordinators in the delivery of timely and high quality HR services to the business
- Work closely with the P&C Coordinators to appropriately manage the advisory inbox and ensure queries are allocated and responded to in a timely manner.
- Contribute to the ongoing identification of improvements and implementation processes, policies and P&C collateral.
- Advise line managers and employees on industrial relations, EBA interpretation, policy interpretation, employment relations and other generalist human resources matters
- Work closely with the HR Business Partners and support the P&C Advisory Lead through effective and timely case management of employee queries, employee relations and industrial relations matters
- Maintain accurate data and reporting using HRIS (iChris), ensuring issues are rectified in a timely manner and data governance processes / work instructions are documented and communicated to P&C Coordinators and broader People team.
- Contribute to department reporting on people, position workforce analytics and metrics
- Liaise with payroll team on relevant leave queries, variations to employment and terminations as required.
- Support strategic change management initiatives across the business, including participation change programs, projects and initiatives
- Undertake job role analysis, scoping roles with line manager/Chief's and advising on job level classifications to ensure equity and consistency in the application of job levels and remuneration
- In conjunction with P&C leaders and team members contribute and support business unit initiatives that improve the employee experience and the services that the P&C team provide to the business
- Support the Health, Wellbeing & Rehabilitation Manager and any OH&S related initiatives and activities as required.
- Act as a Return-to-Work Co-ordinator and first point of contact

- Comply with all relevant workplace policies and procedures.
- Other duties as required

Qualifications and Experience

Essential

- A tertiary qualification (Business Administration, Human Resources or a related discipline).
- Demonstrated experience in a generalist HR role such as at an Advisor level.
- Excellent planning and organising skills with strong attention to detail.
- Effective time management skills with the ability to handle multiple requests from different functional areas.
- Well-developed communication skills (both written and verbal) and the ability to communicate with stakeholders at all levels of the business.
- Ability to maintain a high level of accuracy and maintain confidentiality with information, both verbal and written with adherence to the Privacy Act
- Demonstrated curiosity and commitment to life-long learning.
- Intermediate skills across the MS Office Suite.
- Demonstrated previous experience using a Human Resource Information System (HRIS).
- Satisfactory completion of a National Police Check may be required.

Highly Desirable

- Return to Work Coordinator Training (WorkSafe accredited)
- Health and Safety Representative Training (WorkSafe accredited)
- Prior experience working in a membership organisation and/or health and/or academia/education sectors.
- Experience with various HRIS systems including chris 21/ichris

Your Relationships

Your role requires interaction with internal and external stakeholders including:

Internal:

- P&C Advisory Lead
- P&C Coordinators
- Payroll
- Managers and Senior Leaders
- RACGP employees

External:

- Superannuation entities
- WorkCover providers