

# Position Description

Position Title	BII Delivery Coordinator	Reporting to	BII Delivery Lead
Business Unit	Corporate Services	Direct reports	N/A
Classification	Level D	Date	April 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

RACGP is striving for excellence in delivering world-class services by reinforcing a strong, lean and effective organisation that will always work for Australia's GPs. We are committed to acting on what we know and being data-led in our decision-making into the future.

The Business Intelligence and Insights (BII) team was established in August 2021 to deliver on RACGP's strategic priority to develop infrastructure that facilitates the collection and use of quality data and actionable insights across the College. The team views analytics as a foundational enterprise capability that can both inform and influence strategic and operational success through a holistic view of data. The objectives of BII are to embody RACGP's strategic priorities and deliver great visibility of secure enterprise data and governance.

The BII team is a shared service and serves to inspire a data-driven culture to grow analytics literacy and capability across the College workforce to enable evidence-based decision-making.

## Your Role

The BII Delivery Coordinator provides delivery coordination, operational support, and workflow coordination for data engineering, analytics, and reporting activities within the Business Intelligence & Insights (BII) team.

Working under the direction of the BII Delivery Lead, the role ensures the efficient tracking, documentation, and progression of tasks across ServiceNow, Azure DevOps, and related delivery pipelines. The Coordinator supports the execution of key roadmap initiatives and contributes to continuous improvement.

## Key Responsibilities

### Delivery Coordination & Planning

- Support the coordination of sprint ceremonies and monitoring and applying structured backlog management practices to support disciplined agile delivery
- Execute coordinated delivery of data warehouse, reporting, and analytics initiatives as instructed by the BII Delivery Lead.
- Maintain accurate delivery schedules, sprint boards, roadmaps, and work plans.
- Proactively monitor and escalate delivery risks and dependencies, ensuring workflow continuity and adherence to delivery timelines.

### Requirements, Documentation & Workflow Support

- Clarify business requirements and support their translation into precise, delivery-ready reporting items that support efficient technical execution.
- Capture, structure, and maintain delivery requirements for data flows, data models, dashboards, data ingestion pipelines, integrations, and enhancements.
- Apply rigorous documentation standards, ensuring artefacts are complete, compliant, traceable, and aligned to RACGP delivery governance.
- Maintain centralised delivery documentation, including plans, and change request summaries.

### Stakeholder & Vendor Coordination

- Act as the primary coordination point between BII, Digital & Technology, business units, and external delivery partners, ensuring clarity of expectations, following up on actions and ensuring consistent communication.
- Support governance forums through structured agenda preparation, disciplined action tracking, and timely stakeholder updates.
- Deliver concise, insight-driven progress reporting to support informed decision-making by the BII Delivery Lead and senior stakeholders.

### ServiceNow & Azure DevOps Support

- Monitor and triage incoming ServiceNow requests, applying structured prioritisation to support predictable workflow execution.
- Oversee task allocation and progression within Azure DevOps, ensuring dependencies are documented, and delivery activities proceed as planned.
- Monitor and coordinate deployment windows, pipeline changes, and environment updates in collaboration with technical teams, ensuring risks are assessed and mitigated.

### Reporting, Analysis & Delivery Insights

- Prepare structured weekly and monthly delivery reports that consolidate key delivery insights and support strategic decision-making for BII and digital + Technology leadership.
- Collect, analyse and prepare delivery and workload data to identify trends, risks and highlight actionable insights that support operational planning and performance improvement.
- Support the creation and documentation of Power BI dashboards or visual delivery summaries when required.

### Continuous Improvement

- Identify workflow gaps and lead the development of structured improvements that enhance efficiency, consistency, and traceability across delivery channels.
- Strengthen request intake processes, documentation practices, and communication loops to optimise delivery operations.
- Contribute to the uplift of delivery governance and process transparency.

### Compliance

- Comply with all relevant workplace policies, procedures, and governance requirements.

### Other Duties as Required

- Undertake additional tasks and responsibilities aligned with the role as required.

## Qualifications and Experience

### Essential

- Demonstrated capability in coordinating complex or concurrent delivery activities within structured delivery frameworks.
- Strong ability to interpret delivery requirements and convert them into prioritised, actionable work items.
- Effective communication skills with the ability to articulate delivery impacts, risks, and expectations to diverse stakeholder groups.
- High level of documentation accuracy, attention to detail, and delivery discipline.
- Proven ability to operate autonomously in fast-paced or ambiguous environments, applying sound judgement and driving workflow continuity.
- Experience in BI, analytics, and data engineering delivery environments.
- Working knowledge of agile delivery methodologies (Scrum, Kanban) and workflow tools such as ServiceNow, Azure DevOps, or Jira.
- Knowledge of data warehouse concepts, data pipelines, and reporting tools such as Power BI.
- Strong organisational capability with the ability to manage multiple priorities and maintain delivery momentum.
- Commitment to continuous improvement and structured problem solving.

## Your Relationships

Your role requires interaction with internal and external stakeholders, including:

### Internal:

- BII Delivery Lead
- Data Engineering Team

- BI Developers and Analysts
- Technology/IT teams
- RACGP business units requesting data or reporting services

**External:**

- Delivery partners and external vendors
- Technical consultants supporting RACGP's data platforms