

# Position Description

Position Title	Faculty Administrator	Reporting to	State Manager NSW &ACT
Business Unit	Member Experience	Direct reports	N/A
Classification	Level B	Date	August 2025

## 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-centered 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 RACGP State Faculty Team is the main point of contact for RACGP members and stakeholders. The faculty provides locally focused member services including:

- In line with national campaigns, assist with recruitment and retention of RACGP members and develop strategies to promote membership at the state level.
- Provide a forum for members to actively engage in RACGP activities and activities 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.

The core work of RACGP includes:

- Responding to member enquiries and delivering local member focused services to RACGP members.
- Advocating for the needs of RACGP members, their communities and the profession
- Developing and delivering member activities including conferences, educational workshops, events and collegial & social functions (such as the Fellowship and Awards Ceremony).
- Supporting the Faculty Council and its Committees in their meetings and activities.
- Delivering specific training education and support programs in partnership with funders to deliver value to RACGP members

## Your Role

The Faculty Administrator will provide high quality reception and administrative support for the RACGP. The role requires someone who can provide excellent customer service as the first point of contact for all enquiries and visits to the RACGP North Sydney office from members, stakeholders and RACGP employees. The role is required to provide administrative support to the NSW&ACT Faculty, Faculty staff and the local Property team, including but not limited to; RACGP member enquiries, committee and council meetings and activities, Fellowship parchments, faculty programs, office administration, and member events and activities.

Please note that the successful candidate may be required to work occasional evening and weekend days throughout the year depending on the member activity/event (Overtime payment or Time off in lieu will apply).

## Key Responsibilities

- Provide welcoming assistance to all visitors to reception including those of building tenants
  - Answer internal and external telephone calls to the office
  - Manage front desk – including visitor management, car park allocation, allocation of temporary security access passes and announcing courier deliveries
  - Manage faculty email inquiries, maintain calendars, and oversee the faculty Facebook group ready for distribution incoming and outgoing mail / faxes for the North Sydney office
  - Provide administrative support for committee meetings and activities, fellowship parchment delivery, CPD point allocation, faculty programs, and member events and activities.
  - Under supervision of the State Manager and/or Faculty Officer: Prepare agendas, write up minutes, maintain meeting records and track/report progress of action items.
  - Undertake financial processes such as reporting and processing GP payments.
  - Coordinate with the property team on requests from visiting trades, services and cleaning contractors
  - Provide administrative support including updating the faculty events website, compiling and formatting content for newsletters and marketing materials, and documentation filing. Other duties as requested by the State or Faculty Manager.
  - Comply with all relevant workplace policies and procedures.
  - Assist with Event Management including setup and pack down, coordinating catering, troubleshooting of AV and other systems and ensure all equipment for events and workshops is in optimal working order.
  - Manage any update requests for the NSW/ACT faculty webpage
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## Qualifications and Experience

### Essential

- Demonstrated experience in a receptionist position, with a commitment and focus on customer service.
- Demonstrated ability to plan, organise and establish own work priorities to meet deadlines.
- Experience providing administrative support to multiple business functions and managing competing priorities.
- Demonstrated experience working independently and as part of a team.
- Computer literacy – familiarity with Microsoft Office suite of products and technical ability in the set-up of equipment.

### Highly Desirable

- Experience with setting up of webinars, and use of Zoom and Teams platforms.
- Experience in health services or education administrative support functions.
- Knowledge and experience with CRM software, electronic document management software and databases.

## Your Relationships

Your role requires interaction with internal and external stakeholders including:

### Internal:

- State Manager, RACGP NSW&ACT
- Faculty Officer, RACGP
- Projects & Events Coordinator
- Member Engagement & Projects Officer
- Property Team RACGP NSW&ACT
- Member Engagement Coordinator, RACGP NSW&ACT
- Marketing and Commercial Team
- RACGP Aboriginal & Torres Strait Islander Health Faculty
- CPD Team, RACGP NSW&ACT

### External:

- NSW&ACT Faculty Council and Committees
  - NSW&ACT RACGP members
  - Primary Health Networks
  - Tenants of 1 Pacific Highway North Sydney
  - Other external agencies as directed
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