Position Description

Position Title	Technical Project Manager – Grow Initiatives	Reporting to	Head of Digital & Technology Delivery
Business Unit	Corporate Services	Direct reports	Nil
Classification	Manager 1	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-centred care is at the heart of every Australian general practice and at the heart of everything we do.

Our 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 Digital Transformation Program is a key strategic initiative established to modernise RACGP's digital and technology foundations and position the College for a future that is people-led, member-serving, and powered by future proofed technology.

This program spans multiple portfolios including Digital Experience, Technology Platforms, Data & Integration, and AI & Automation. It is aligned to the broader strategic direction of the College and is tasked with delivering foundational capabilities such as:

- New technology platforms
- Personalised digital experiences for members and staff
- Intelligent automation of business operations
- Secure, resilient, and scalable cloud-based infrastructure

The program is governed through a matrixed leadership structure involving:

- Head of Digital and Technology Delivery – overall accountability for the delivery and value realisation across all transformation initiatives
- Project, Platform and Product Leaders – responsible for driving delivery within their functional domains
- Change, Test, BA and Digital Experience Leads – supporting organisational readiness, quality outcomes and member/employee experience uplift
- Manager Transformation Management Office (TMO) – orchestrates program governance, planning, and reporting across all workstreams

Your Role

The Technical Project Manager – Grow Initiatives plays a key role in delivering technology enhancements and business-enabling initiatives within the RACGP's Digital Transformation Program. Focused on incremental improvements this role leads the delivery of multiple small to mid-sized projects across both front-office, back-office and digital platforms—such as CRM, ERP, HR systems, Website.

The role is responsible for coordinating internal and vendor delivery teams to execute projects that enhance capability, improve operational efficiency, and create additional value for members and employees. You will work closely with product owners, platform leads, and business stakeholders to ensure initiatives are well scoped, resourced, and delivered to expectation.

Operating within the RACGP's future-focused technology environment, the role helps embed modern delivery practices and agile principles while supporting continuous improvement of the College's digital and technology ecosystem.

Key Responsibilities

- Plan and manage the end-to-end delivery of small to mid-sized technology and digital initiatives aligned to RACGP's growth roadmap.
- Collaborate with stakeholders to define scope, objectives, and success metrics, ensuring alignment with business and member needs.
- Coordinate vendor partners and internal delivery teams, ensuring clear execution plans and on-time, fit-for-purpose outcomes.
- Maintain and track integrated project plans, ensuring alignment with enterprise technology and transformation roadmaps.
- Identify and manage project risks, dependencies, and issues, including timely escalation and resolution planning.
- Monitor and report on budget, progress, risks, and benefits realisation to relevant governance forums.
- Support transition to BAU by ensuring documentation, training, and operational readiness are planned and delivered alongside project outcomes.
- Champion agile and hybrid delivery methods, driving cadence, transparency, and adaptability across teams.
- 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, acting as a safety role model
- Other duties as required

Qualifications and Experience

Essential

- 5+ years' experience in technology or digital project management roles, ideally within transformation, IT, or operational improvement environments.
- Demonstrated ability to deliver multiple small to mid-sized projects concurrently across business domains.
- Experience working with modern enterprise platforms such as CRM (e.g. Dynamics 365), ERP (e.g. TechnologyOne), HRIS, or other SaaS solutions.
- Strong understanding of agile delivery methods, including sprint-based planning, backlog grooming, and cross-functional collaboration.
- Skilled in vendor management, project tracking, and stakeholder engagement.
- Strong capability in budget management, reporting, risk mitigation

Desirable

- Experience in not-for-profit member-based, training and education organisations preferred

Your Relationships

Your role requires interaction with internal and external stakeholders including:

Internal:

- Head of Digital & Technology Delivery and other Program Leads
- Project and Product Managers
- Digital & Technology Leadership Team
- Strategic Leadership Team
- Executive and Board

External:

- Delivery and implementation partners
- RACGP members