

# Position Description

Position Title	GPiT Member Engagement & Administrative Support	Reporting to	GPiT Faculty Manager
Business Unit	Member Engagement	Direct reports	Nil
Classification	Level B	Date	September 2022

## 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 RACGP GPiT Faculty links the RACGP to its national members and stakeholders and to the broader community therein. It also shapes and implements the RACGP's plans, programs and policies and promotes its ethos and standards. It does this primarily through:

Encouraging membership in the RACGP and providing 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 a positive role for General Practice.

Delivery of educational services.

Identifying and addressing aspirations, needs and opportunities for GPs in training.

Ensures there is appropriate representation of GPs in training in education and training governance.

It facilitates appropriate consultation with GPs in training about the policies and decisions that affect training and the future of training.

It ensures that we have a strong registrar and New Fellow representation in all facets of our College.

Aims to support members through tailored resources and events relevant to this stage of their career.

## Your Role

Provide administrative support for a range of faculty engagement and educational events, Faculty Council, and collegial initiatives, for members and non-members nationally. To provide operations-based support to the faculty across member enquiries, social media, financial administration, and council secretariat support.

## Key Responsibilities

- Assist Faculty Coordinator with member engagement initiatives, education, and administration to support these activities
- Assist to deliver relevant webinars
- Assist with the delivery of key member focussed events including Members Meeting, and collegial activities.
- Provide high-level customer service to RACGP members, non-members, presenters, and sponsors.
- Provide administrative support to Council and sub-committees, including progressing action items and general support.
- Assist with other national events as needed.
- Assist with the delivery of member communications and social media content and member approvals.
- Monitor faculty inbox and member/ non-member queries.
- Financial administration, travel bookings and arrangements.
- Executive assistant support to Faculty Manager, Chair & Council.
- Participate in the RACGP Performance Review Cycle.
- In consultation with Manager, deliver agreed Work Performance Goals.
- Other duties as required.
- Comply with all relevant workplace policies and procedures.
- Other duties as required

## Qualifications and Experience

### Essential

- Demonstrated ability to provide administrative support with high attention to detail.
- Demonstrated experience in working with and supporting committees, councils, and writing minutes and agendas
- Demonstrated ability in assisting with maintaining financial records, accounts and spreadsheets
- Excellent communication skills both written and verbal.
- Demonstrated ability to be flexible, manage competing demands, and show initiative as priorities change.
- Excellent ability to develop and build relationships with external stakeholders, council members and other RACGP

members and staff.

- Commitment to working constructively in a small team and supporting team members whilst taking ownership for own work.
- High regard for confidentiality, security, and ethical conduct.
- Intermediate computer skills, including MS Word, Excel, PowerPoint and Outlook, confident use of Zoom platform, webinar set-up, Facebook groups and prior use of databases
- Post-secondary qualification in education, health, events/marketing, or business administration.

### **Highly Desirable**

- Knowledge of membership databases
- Previous experience working with committees, councils, and supporting governance systems
- Knowledge of accounts and financial record keeping
- Knowledge of records management systems
- Knowledge of setting up and running webinars in Zoom platform
- Experience working in a health related or education related organisation
- Completion of tertiary qualification in business/office administration or similar.

## **Your Relationships**

Your role requires interaction with internal and external stakeholders including:

### **Internal:**

- The RACGP GPiT Faculty team and other state and national faculties
- Events, marketing, and partnerships, national RACGP teams
- IT Department
- Finance Department
- Member Services
- Training programs Team
- PLT
- Evaluations Team
- Exams/ Education Team

### **External:**

- RACGP members and non-members
- Local and national health sector stakeholders
- General Practitioners and Practice staff
- Suppliers and venue and equipment providers
- Sponsors of events/activities
- Presenters and facilitators
- Government agencies, including Department of Health