

Position Title	PCT Advisor Lead	Reporting to	Head of People Support
Business Unit	People, Capability & Transformation (PCT)	Direct reports	N/A
Classification	Level E	Date	July 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 People, Capability and Transformation 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 team include:

- Talent & Performance (talent acquisition and learning and development)
- People Support Centre (workplace relations, industrial relations, HR administration, policy, process)
- HR business partnering
- Organisational development
- Organisational transformation
- Employee communications
- Payroll
- Workplace Health and Safety
- Profession Led Training HR transformation readiness
- HR projects

Your Role

The PCT Advisor Lead is responsible for assisting the People, Capability & Transformation Team in providing efficient, timely, accurate customer-oriented service/advice to management and all employees across the entire organisation. The role will focus on providing a range of advisory generalist human resources functions including generalist employment advice & guidance and offering people focused business solutions. This role is required to confidently provide professional specialist HR/ER/IR advice when liaising with all levels of management and team members. This position reports to the Head of People Support, working alongside the Chief People Officer, Senior PCT Business Partners, PCT Advisor, PCT Coordinator, and PCT Administrator. As with all HR roles, there will be a transactional administrative component to the role.

Key Responsibilities

- The PCT Advisor Lead supports the Head of People Support and Senior PCT Business Partners through effective and timely case management of employee queries, employee relations and industrial relations matters
- As a trusted business advisor, the role works across all operational Division's supporting the delivery of organisational, team and individual strategic objectives (underpinned by individual KPI's)
- In conjunction with the Chief People Officer, Head of People Support, Senior PCT Business Partners and ELT/SLT, contribute to organisational-wide change management initiatives, including the cultural change program
- Advise line managers with industrial relations, employment relations and other generalist human resources matters
- Develop, edit, and publish fit for purpose employment documentation, such as employment contracts, templates, policies, procedures, guidelines and checklists
- Oversee requests for fit for purpose position descriptions. Complete role analysis, scoping roles with line manager/GM's; advising on level classifications, equity to like cohort and remuneration
- Reclassifications/Variations to employment; oversee compliant and consistent process application with requests from the business in regard to variations and reclassifications
- Provide support guidance to the PCT Coordinator and PCT Administrator
- With the PCT Coordinator & PCT Administrator respond to advisory inbox queries.
- Maintain accurate data and reporting using HRIS (iChris), ensuring any issues are rectified in a timely manner
- Support strategic change management initiatives across the business, including participation in PCT change programs/projects
- Contribute to the ongoing identification of improvements and implementation of policies, processes, and PCT collateral
- Support the Occupational Health & Safety Committee and any OH&S related initiatives and activities
- Act as a Return-to-Work Co-ordinator and first point of contact
- Liaise with payroll team on relevant leave queries, variations to employment and terminations as required
- Provide leave, remuneration advice to team members and line managers

- The role is responsible for contributing to department reporting on people analytics, metrics and delivering reports as required on workforce metrics
- 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 specialist generalist HR role at Senior Advisor level.
- Exceptional 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).
- High level and demonstrated conflict resolution skills
- Ability to communicate with stakeholders at all levels
- Strong customer service focus with the ability to identify issues/problems in select situations of ambiguity and a commitment to developing and implementing best-practice HR strategies.
- Ability to maintain a high level of accuracy and maintain confidentiality with information, both verbal and written with adherence to the Privacy Act
- Demonstrated 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)
- Member of AHRI
- 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:

- Executive Leadership Team (ELT)
- Senior Leadership Team (SLT)
- Business Services teams
- RACGP managers
- RACGP employees

External:

- Salary packaging provider
- Superannuation entity
- WorkCover providers
- Training providers
- OH&S Training providers
- Frontier Software
- EAP Provider