![RACGP logo — Royal Australian College of General Practitioners] *Position description*

Position Title	Data and Operations Support Analyst	Reporting to	Assessment Development Manager
Department	Assessment Development Education Services	Direct reports	N/A
Classification	Level C	Employment Status	Permanent Full time
Position Number	TBA	Date	Oct 2019

The Organisation

The Royal Australian College of General Practitioners (RACGP) is Australia's largest professional membership body for general practitioners (GPs). We represent over 40 000 members including urban and rural GPs, medical students and registrars.

The RACGP's mission is to support GPs in improving the health and wellbeing of all Australians, "Healthy Profession. Healthy Australia." We provide skills and knowledge assessment, educational training and ongoing professional development for practising GPs. We develop resources and guidelines, help GPs with issues that affect their practice, support research to link members with the latest advancements in the field and advocate on behalf of the general practice profession to set and maintain standards of high quality health care for Australians.

Our Values

RACGP Staff are expected to uphold our workplace values:

Progressive leadership Forward thinking and proactive leaders who lead by example and empower staff 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 main focus of Education Services is to develop, support, review and maintain standards for all aspects of General Practitioners training and education across the lifelong journey of General Practice. This includes: undergraduate education; the early postgraduate years; training in general practice; pathways to Fellowship and contribution to the continuing professional development of GPs.

Education Services sets and manages the delivery of fellowship programs in accord with the RACGP vision statement and strategic overview and includes all assessment and examination requirements within delivery of those programs. It achieves this outcome by working with a range of stakeholders and partners in researching, developing, implementing,

evaluating and maintaining the policy framework, curriculum, training and academic standards of a general practitioners training and education in Australia. This includes initiatives and requirements applicable to the three life-cycle phases of the RACGP curriculum comprising: pre-general practice, general practice under supervision and general practice – lifelong learning and concordance with internal and external regulatory and qualitative benchmarks.

Assessment Development focusses on:

- RACGP Assessments including entrance, in-training through to Fellowship
- Academic leadership and standards in the area of assessment
- Creation and maintenance of assessment models and tools
- Content creation for AGPT Selection, PEP Entrance Assessment (PEPEA), AKT, KFP and OSCE exams including practice exams
- Management of Quality Assurance processes
- The administration of AGPT Selection, PEPEA, AKT, KFP and OSCE exam content
- The administration of practice exam content for the assessments
- Management of assessment systems and banks
- Quality Assurance and review of Conjoint exams for Hong Kong and Malaysia

Your Role

The Data and Operations Support Analyst position is located at the RACGP National Office in Melbourne as part of the Assessment Development Team. The team focuses on assessment development, preparing exam results and reporting.

The primary responsibilities relate to providing analytical and statistical support on all educational projects and assessment development activities, including results processing and reporting for AGPT Selection Test, PEPEA and RACGP Fellowship Exams.

Key Responsibilities

1. Process assessment results under supervision and technical guidance of Data Analytics Lead, by performing various tasks but not limited to, preparing the necessary data input files, running R codes to generate output files, translating output files to formatted excel reports

2. Collaborate with colleagues on statistical and data analysis tasks and ad-hoc reporting requests

3. Contribute to the development and maintenance of Quality Management System (QMS) for exam results processing and other data related processes by developing or further enhancing work instructions as per Education Services QMS guidelines

4. Use R coding, Microsoft Excel, analytical skills and knowledge to provide ad-hoc and Business as Usual (BaU) reports.

5. Participate in the RACGP Performance Review cycle

6. Deliver agreed Work Performance Goals – to be developed in conjunction with Manager.

Environment, Health and Safety

1. Complies with the College's OH&S policies and procedures

2. Takes reasonable care for the safety of his/her own health and safety and that of other people who may be affected by their conduct in the workplace

3. Seeks guidance for all new or modified work procedures to ensure that any hazardous conditions, near misses and injures are reported immediately to the Manager

4. Participates in meetings, training and other environment, health and safety activities

5. Does not wilfully place at risk the health or safety of any person in the work place

6. Does not wilfully or recklessly interfere with or misuse anything provided in the interest of environment health and safety or welfare

7. Cooperates with the College in relation to activities taken by the College to comply with OH&S and environmental legislation.

Your Relationships

Your role requires interaction with the following internal and external stakeholders:

Internal:

- Assessment Development Manager
- Data Analytics Team Lead
- Assessment Development team members
- Assessment Operations team members
- Education Services managers and staff
- Other RACGP managers and staff
- IT Department staff
- Member Services and Operations team

External:

- RACGP members
- General Practitioners
- Other stakeholders from time to time in relation to Education Services projects

Key Selection Criteria

Experience, Knowledge and Skills

Essential

1. High-level skills in quantitative data analysis.

2. Knowledge of statistical theory and reasoning.

3. Well-developed communication and interpersonal skills, including communicating complex technical information to internal and external stakeholders.

4. Basic to Intermediate level skills in R programming.

5. Advanced skills in Microsoft Excel

6. Previous experience in a comparable data analysis and reporting role

7. Strong attention to detail, with a proven track record of analytical accuracy and quality assurance experience.

8. Sound problem solving skills, with an ability to quickly understand and creatively approach analytical challenges.

9. Satisfactory completion of a National Police Check may be required.

Desirable

1. Experience in education and assessment sector.

2. Knowledge and understanding of relational databases.

Qualifications

Essential

- Degree qualifications in Statistics, Mathematics, IT or equivalent.

Desirable

- Post-graduate qualifications in Statistics, Mathematics, IT or equivalent.

Workplace Behaviours

In your role, you are expected to:

- Positively influence others
- Take initiative
- Focus on service
- Make effective decisions
- Be transparent
- Be respectful

- Be emotionally intelligent
- Be flexible and adaptive
- Strive for excellence
- Demonstrate integrity
- Be accountable
- Collaborate

Classification Description

In accordance with the Enterprise Bargaining Agreement (EBA) 2018 or subsequent agreement.

Declaration

I, [==insert name==]   , acknowledge that I have read and understood the Data and Operations Support Analyst position description which forms part of my employment contract from the date of issue.

I accept that the Position Description may need amending and updating periodically due to changes in responsibilities and organisational requirements

Employee: _____ **(signature)**   **Date:** _____

This Position Description is approved by:			
H.R	(signature)	Date	15/10/2019