

Position Title	Queensland Office Administrator (Townsville)	Reporting to	Queensland State Manager
Division	Membership & Transformation	Direct reports	Nil
Classification	Level B	Employment Status	Part-time (FTE 0.6 to 0.8) 3-year Fixed Term contract?
Position Number	TBC	Date	August 2021

The 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 Australian's 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 Queensland Faculty Team is the main point of contact for RACGP members and stakeholder in Queensland. 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 Queensland Faculty 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 across Queensland.
- Coordinating the delivery of the Fellowship examination and related activities across Queensland.
- Delivering the RACGP Continuing Professional Development (CPD) program across Queensland.
- Developing and delivering member activities included conferences, educational workshops, events and collegial & social functions (such as the Fellowship and Awards Ceremony).

Your Role

The Queensland Office Administrator (Townsville Office) is responsible for administrative, operational and logistics tasks enabling the efficient running of the RACGP Townsville office, and to support a broad range of member engagement activities across Queensland ..

Key Responsibilities

- Providing administration, logistics and organisational support for the RACGP Queensland office in Townsville.
- Respond to a wide range of member and stakeholder enquiries via telephone, email and/or in-person, including meet and greet of visitors to the office.
- Complete administrative and logistical tasks to support the delivery of member-focused activities across Queensland, including education workshops, webinars, conferences and collegial & social functions.
- Flexibility to work after hours and weekends as required.
- Contribute to continuous quality improvement of processes and tasks as required.
- Participate in the RACGP Performance Review Cycle.
- In consultation with Manager, deliver agreed Work Performance Goals.
- Other duties as required.

Environment, Health and Safety

1. Comply with the RACGP's wellbeing and workplace OH&S policies and procedures.
2. Take reasonable care for your own health and safety, along with other RACGP employees, members and visitors.
3. Ensure that hazards and incidents, near misses and injuries are reported immediately to your Manager.
4. Actively and willingly participate in health and safety, wellbeing, emergency evacuation training, meetings and workplace activities.
5. Do not wilfully place at risk the health or safety of any person in the workplace.
6. Always work proactively to uphold the highest standards of health and safety in the workplace, including working remotely, behavioural conduct and whilst undertaking all associated duties of your role.

Your Relationships

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

Internal:

- Queensland State Manager
- RACGP Queensland employees
- RACGP Rural Faculty employees and other College employees based in Queensland
- RACGP Membership & Transformation Division teams
- Other RACGP employees

External:

- RACGP Queensland Members, including members of the Queensland Faculty Council and associated committees
- Key local stakeholders including Government departments, other peak bodies, PHNs, and RTO's
- Service providers such as suppliers, caterers, venues & function centres

Key Selection Criteria

Experience, Knowledge and Skills

Essential

- Demonstrated experience in an administration support role
- Customer Service focus with the ability to develop and sustain positive relationships with members and stakeholders
- The ability to plan and organise work to meet deadlines and maintain a high level of attention to detail
- Well-developed written and oral communication skills
- A solutions driven person who shows initiative and will actively contribute to the growth of the college membership base with a very high regard for confidentiality, security and ethical conduct
- Demonstrated ability to work constructively in a small team, supporting team members whilst taking responsibility for your own work
- Demonstrated experience in the use of Microsoft Office suite, particularly Outlook, Excel and Word, CRM databases and electronic document management software
- Flexibility to work after hours and weekends as required
- Satisfactory completion of a National Police Check may be required.

Highly Desirable

- Previous experience in a membership based organisation
- Previous experience working in the health or adult education sectors

Qualifications

Essential

- A relevant post-secondary qualification in office administration or relevant business administration experience

Desirable

- An extensive range of business/office administration experience

Workplace Behaviours

In our workplace your actions and behaviours will:

- *Positively influence others*
- *Take initiative*
- *Focus on quality service delivery*
- *Make effective decisions*
- *Be transparent*
- *Prioritise respectfulness*
- *Strive for excellence*
- *Be flexible and adaptive*
- *Demonstrate integrity*
- *Be accountable*
- *Celebrate collaboration*

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 QLD Office Administrator 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: _____