

Position Description

Position Title	Change Manager – Technology	Reporting to	Manager Transformational Program Change
Business Unit	Corporate Services	Direct reports	None
Classification	Level F	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 Change Manager – Technology, supports and leads change management for any technology platform based initiatives within the Digital Transformation Program, 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 Leaders – 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 Change Manager – Technology plays a critical role in supporting the successful adoption of new technology platforms and capabilities as part of the RACGP’s digital transformation program. This role supports the planning and execution of change activities across core technology initiatives, such as CRM (Dynamics), ERP (TechnologyOne), HR systems, and related enterprise platforms.

Working under the guidance of the Manager Transformational Program Change and in close collaboration with business stakeholders, delivery teams, and vendor partners, the Change Manager - Technology helps ensure that people are informed, equipped, and supported to adopt new systems and processes. This role focuses on stakeholder engagement, communication delivery, change impact assessment, and readiness planning to drive successful outcomes.

Key Responsibilities

- Support the planning and execution of change management activities for enterprise technology platform initiatives (e.g. Dynamics 365, TechnologyOne).
- Conduct stakeholder analysis and support the design and delivery of tailored engagement and communication plans.
- Prepare and maintain change impact assessments, readiness checklists, and adoption tracking reports.
- Assist in the creation and coordination of user-focused enablement materials, including training content, FAQs, quick reference guides, and communication packs.
- Organise and deliver change interventions such as town halls, drop-in Q&A sessions, training workshops, and feedback loops.
- Monitor change and adoption risks and issues across streams and escalate where needed.
- Support the continuous improvement of the RACGP’s change management toolkit, templates, and processes.
- Act as a liaison between the Manager Transformational Program Change, delivery teams, and business units to align messaging and ensure user needs are represented in planning and implementation.
- Comply with all relevant workplace policies and procedures.
- Other duties as required

Qualifications and Experience

Essential

- 3–5+ years' experience in change management roles within digital and technology transformation programs.
- Experience supporting change initiatives for enterprise platforms such as CRM, ERP, Finance, or HR systems.
- Exposure to agile delivery models and collaboration with cross-functional teams and vendors.
- Strong interpersonal, verbal, and written communication skills, with ability to simplify technical content for non-technical audiences.
- Demonstrated ability to coordinate multiple streams of change activity and manage deadlines across stakeholder groups.
- High level of initiative, adaptability, and problem-solving skills in fast-paced environments.

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 Group
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External:

- Delivery and implementation partners
- RACGP members