

Position Description

Position Title	Project Manager	Reporting to	Senior Portfolio Manager
Business Unit	People & Performance → Business improvement and organisational transformation	Direct reports	None
Classification	F	Date	Jan 2024

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 and Performance Business Unit is a newly created team under our service led and member centric operating model designed to deliver services that employees need to deliver value for our members. Specifically, the People and Performance Business Unit plays a critical role in ensuring that we can set up our people to be able to do their jobs effectively and successfully with the right culture, capacity and capabilities as well shape strategy direction and drive a continuous improvement agenda to improve performance and innovate for members and stakeholders.

The functions of the People and Performance Business Unit include:

- Information Technology, comprising:
 - Service Delivery
 - Training Management System
 - Development
 - IT Security and Risk
- People, Culture & Inclusion, comprising
 - People Support
 - Talent
 - HR Business Partnering
- Strategic Planning / Business Improvement, comprising:
 - Change Management
 - Business Improvement
 - Portfolio Management
 - Strategic Reporting
 - Employee Communications
- Property, comprising:
 - Leasing
 - Property Design and Projects
 - Building Management
- Data and Insights, comprising:
 - Data Governance
 - Insights and analytics

Nestled within the Business Improvement and Organizational Transformation Business Unit, the Strategic Portfolio Office (SPO) serves as a cornerstone for the successful delivery of strategic projects throughout the organization. With direct reporting to the Senior Portfolio Manager, the SPO not only excels in project execution but also provides indispensable support and expertise in project management, coordination, and facilitation. Our reach extends beyond the confines of our unit, collaborating with and enhancing the capabilities of other business units when required. As a member of the SPO, you will be a key contributor to the organization's strategic goals, working alongside a dedicated team of professionals who value cross-functional collaboration and thrive on delivering impactful results. This role offers a unique opportunity to actively participate in organizational transformation and growth within a forward-thinking team.

Your Role

As an experienced Project Manager, you will leverage your strong stakeholder skills to develop and lead strategic initiatives within RACGP's Strategic Portfolio Office. Working closely with all RACGP business units, technology teams and external vendors across various projects from scope to delivery, you will play a key part in project managing initiatives that drive business value, customer service, and quality improvement.

Key Responsibilities

1. **Strategic Project Leadership:**
 - Lead initiatives aligned with the organization's strategy, delivering value, quality improvement, and efficiency.
 - Project manage from conception to delivery, ensuring stakeholder alignment, timely completion, and budget adherence.
 - Develop and implement comprehensive project plans, optimizing tasks, timelines, and resource requirements.

2. **Collaboration and Communication:**
 - Facilitate cross-functional collaboration, ensuring effective communication and coordination among team members.
 - Conduct regular project status meetings, providing updates, addressing challenges, and fostering a collaborative environment.
3. **Continuous Improvement and Analysis:**
 - Analyze project requirements, offering innovative solutions for optimal project delivery.
 - Foster a culture of continuous improvement, actively seeking feedback to enhance project management processes.
4. **Financial Management and Documentation:**
 - Manage project budgets, track expenses, and allocate financial resources efficiently.
 - Develop and maintain project documentation, including charters, risk registers, and post-project evaluations.
5. **Stakeholder Alignment and Change Management:**
 - Collaborate with internal teams, ensuring alignment with organizational strategies.
 - Oversee change management efforts, ensuring a smooth transition for stakeholders.
 - Work closely with Change Managers to ensure project alignment and effective delivery of change.
6. **Project Leadership:**
 - Provide leadership to project team members, fostering a positive and productive working environment.
7. **Communication and Risk Management:**
 - Effectively communicate across all levels, from team meetings to senior management presentations.
 - Identify, monitor, and manage project risks, issues, dependencies, and change requests.
8. **Vendor Engagement and Workplace Safety:**
 - Conduct vendor engagement for services and products, ensuring technical requirements are met.
 - Ensure workplace health & safety standards are in place and act as a safety role model.
9. **Inclusive Work Environment and Compliance:**
 - Promote an inclusive working environment that improves engagement, retention, development, and productivity.
 - Comply with all relevant workplace policies and procedures.
10. **Other Duties:**
 - Other duties as required.

Qualifications and Experience

Essential

- **Project Management Expertise:**
 - Proven experience leading both strategic and tactical initiatives, delivering value and efficiency.
 - Demonstrated ability to project manage from conception through delivery within scope, on time, and on budget.
- **Communication and Collaboration:**
 - Exceptional communication skills, with the ability to facilitate cross-functional collaboration and effectively communicate project progress to diverse stakeholders.
 - Demonstrated experience building and maintaining effective relationships with colleagues, business units, and key stakeholders.
- **Analytical and Problem-Solving Skills:**
 - Strong analytical skills, with the ability to analyze project requirements, constraints, and risks, and provide innovative solutions.
 - Proven ability to identify, monitor, and manage project risks, issues, dependencies, and change requests.
- **Financial Management:**
 - Experience managing project budgets, tracking expenses, and allocating financial resources efficiently to meet project goals.
- **Methodology Proficiency:**
 - Experience delivering projects using various methodologies, including Waterfall, Agile, and Scrum.
- **Change Management:**
 - Proven ability to lead change management efforts associated with project implementation, ensuring a smooth transition for stakeholders.
- **Project Leadership:**
 - Demonstrated leadership in a project environment, fostering a positive and productive working environment within project teams.
- **Continuous Improvement Focus:**
 - Track record of fostering a culture of continuous improvement, actively seeking feedback, and implementing lessons learned to enhance project management processes.
- **Vendor Management:**
 - Experience in conducting vendor engagement for the procurement of services and products, collaborating with external vendors to ensure technical requirements are met.
- **Strategic Alignment:**
 - Ability to collaborate with internal teams to define project scope, objectives, and deliverables, ensuring alignment with organizational strategies.
- Satisfactory completion of a National Police Check may be required.
- Relevant Qualifications and Certifications (Prince2, PMP, CPPM etc)

Highly Desirable

- Experience in health, education, or associated industries

Your Relationships

Your role requires interaction with internal and external stakeholders including:

Internal:

- Strategic Portfolio Office (SPO) team
- RACGP employees
- Executive Leadership Team
- RACGP Business Units

External:

- External vendors used to deliver technical solutions.