

Position Description

Position Title	Fellowship Exams Administrator	Reporting to	Fellowship Exams Lead
Business Unit	Education	Direct reports	NA
Classification	Level B	Date	May 2023

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 Education Business Unit plays a critical role in ensuring that the RACGP has the right mechanisms to support, review and maintain Education and Training standards for all aspects of a GP's training and education across the lifelong journey of General Practice. In maintaining the Education and Training standards, Education teams develop and deliver educational activities, Fellowship examinations, set and apply eligibility, selection and entry criteria for Fellowship pathways, and implement the RACGP's strategic vision. The functions of Education include:

- Assessment
- Education Governance and Development
- Continuing Professional Development (CPD)

Your Role

The Fellowship Exams Administrator reports to the Fellowship Exams Lead and supports the delivery of written and clinical exam modalities that are designed to assess competence for unsupervised general practice anywhere in Australia. The position also takes direction from the co-Fellowship Exams Lead and National Assessment Advisors.

You will be responsible for administrative tasks that contribute to the end-to-end development and delivery of the Applied Knowledge Test (AKT), Key Feature Problem (KFP) and Clinical Competency Exam (CCE) for candidates on pathways to Fellowship.

There is a focus on maintaining an in-depth understanding of exam procedures and RACGP policies to provide high-quality and accurate administrative support for candidates, examiners, assessors, invigilators and other stakeholders.

In peak exam periods there is a requirement to work additional hours, and this will be managed in line with the RACGP Enterprise Agreement (EA) 2022 (or subsequent agreement).

Key Responsibilities

- Respond to exam queries from internal and external stakeholders received by email and telephone, ensuring the provision of high-quality, accurate and timely advice.
- Process and follow up on exam enrolments and withdrawals including manual enrolments and financial hardship applications and payment plans
- Process and follow up on exam incident reports, special arrangement applications, Censor-in-Chief submissions and related activities.
- Ensure consistency in administrative processes and customer service across the exams.
- Maintain all filing systems including CM.
- Assist with the preparation of exam briefings and reports to internal and external stakeholders.
- Assist with the preparation of candidate exam materials, including rosters, FAQs, and guidance documents.
- Provide secretariat support for workshops and meetings, including set up, distribution of documentation, minutes, catering and booking travel for question writing workshops, standard settings, road testing, etc.
- Respond to changing requirements and adjust priorities and plans accordingly.
- Provide administrative support including support on exam days as required across the teams.
- Comply with all relevant workplace policies and procedures.
- Other duties as required.

Qualifications and Experience

Essential

- Proven experience in an administrative role of comparable responsibility.
- Highly developed oral and written communication skills with excellent customer service attributes.
- Highly developed computer skills, with a demonstrated knowledge of the Microsoft Office Suite and previous experience in using databases/CRM.
- Immaculate attention to detail.
- Skilled in time management and prioritisation.

- Capacity to work resiliently in a fast-paced environment and consistently produce high-quality work.
- Ability to work effectively in a team and independently.
- Understands the risk and complexity associated with high-stakes exams.
- Ability to comprehend how RACGP policies apply to candidates' circumstances.

Highly Desirable

- A tertiary qualification in a relevant field.

Your Relationships

Your role requires interaction with internal and external stakeholders including:

Internal:

- Assessment Teams.
- Censors and Censor-in-Chief.
- GP Training Business Unit.
- Education Governance and Development Teams.
- RACGP Leadership Team and Executive.

External:

- Members
- Exam Candidates.
- Examiners and Assessors.
- Assessment Vendors.