

Position Title	Exam, CPD & Education Administrator	Reporting to	State Manager, RACGP WA
Division	Membership & Transformation	Direct reports	
Classification	Level B	Employment Status	Full-Time (1.0 FTE) – Fixed-Term until June 30, 2022
Position Number	TBC	Date	September 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

RACGP WA is the main point of contact for members and stakeholders in Western Australia and 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 local level.
- Provide a forum for members to actively engage in RACGP activities and activities on behalf of the RACGP
- Promotes collegiality and pride in the profession
- Advocacy and leadership to promote the profession to key stakeholders through delivery of education and collegial activities

The core work areas for RACGP WA are:

- Delivering member services and responding to the local needs of RACGP members
- Coordinating delivery of the FRACGP examination and related activities in Western Australia
- Coordinating the Continuing Professional Development (CPD) Program in WA
- Developing and delivering member events included conferences, educational workshops and collegial functions such as the Fellowship and Awards Ceremony.

## Your Role

The Exam, CPD & Education Administrator will assist with the delivery of RACGP Fellowship examinations in WA, support the CPD Coordinator with administrative tasks and assist the RACGP team more broadly by providing administrative and logistical support for all RACGP WA educational activities and events.

### Key Responsibilities

- Work with the national Exams team to deliver the paper-based AKT and KFP exams in Western Australia through venue and logistical liaison, and planning for on-the-day operations
- Support the national Exams team deliver the Clinical Competency Exam (currently online but hybrid online/face-to-face in future)
- Administer the delivery of pre-exam workshops and activities, including webinars
- Provide administrative support to the CPD Program, mostly to WA-based members and external education providers
- Support the administration of educational RACGP WA activities including assistance with event set-up
- Assist with other RACGP WA events, including collegial events
- 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:

- RACGP WA employees
- RACGP employees from other faculties,
- RACGP National Office Staff (Examinations, CPD staff).

### External:

- College members and non-member GPs
- Suppliers, incl venues

## Key Selection Criteria

### Experience, Knowledge and Skills

#### Essential

- Demonstrated office administration experience with a high level of attention to detail
- Demonstrated organisational and planning skills, and an ability to prioritise and meet deadlines
- Strong client focus and service delivery
- Sound interpersonal and communication skills to handle day to day queries & administrative requests
- Ability to work independently and as part of a team
- Proficiency in using Microsoft Word, Excel, Outlook and PowerPoint
- A very high regard for confidentiality, security and ethical conduct.
- Ability to promote a positive image of the RACGP
- Flexibility to work after hours and weekends as required.

#### Highly Desirable

- Experience working in a member-based organisation
- Background or knowledge in general practice
- Background or knowledge in events/education environments
- Knowledge of HPRM (records management system)
- Knowledge of iMIS (membership database) or Dynamics 365

## Qualifications

#### Essential

- Postgraduate qualification in any discipline

#### Desirable

- Course in event management or related discipline
- RACGP Education Activity Representative (EAR) training

## 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 Exam, CPD & Education 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: \_\_\_\_\_