

Position Description

Position Title	Digital Solutions Architect and Technical Lead	Reporting to	Senior Manager, Digital Experience
Business Unit	Corporate Services	Direct reports	Nil
Classification	Level M1	Date	February 2026

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 Digital Experience team is a dedicated function within Digital Transformation, that sits within the Digital and Technology department. It serves as an internal consulting and enablement team, providing best-practice digital design, architecture, and content services to uplift RACGP's digital maturity.

The team is responsible for ensuring member and user-facing digital solutions are modern, consistent, accessible, and aligned with strategic goals. It partners closely with program teams, product owners, business units, and vendors to support the successful design and delivery of RACGP's digital initiatives, including website redesign, CMS implementation, and broader transformation efforts.

Your Role

We're reimagining how we connect with members through a new website and member portal — designed to deliver a modern, human-centred, and personalised experience.

This role will act as the technical authority for RACGP's modern digital platforms, leading CMS selection, defining scalable and secure architecture, and providing expert technical guidance to ensure high-quality, well-executed digital experiences for members.

The Digital Solutions Architect and Technical Lead will report to the Senior Manager, Digital Experience and work closely with Product, UX, and external vendors to shape solution design, oversee technical quality, and ensure implementation aligns with enterprise standards and long-term digital strategy.

This role collaborates with and be supported by the Architecture team, to co-ordinate all technical design decisions with with the Head of Strategy and Architecture - Digital & Technology, and will be accountable for architectural integrity, technical decision-making, and engineering standards for our digital platforms.

The successful candidate will be equally comfortable:

- Facilitating solution design workshops with senior stakeholders
- Working hands-on through detailed technical designs and configuration
- Setting technical standards and guidelines
- Providing strong oversight of vendors and implementation partners align to standards
- Shaping long-term digital platform strategy

Technology will be approached through the lens of user experience, personalisation, and high-quality UI execution.

Key Responsibilities

- Lead the technical evaluation and recommending a CMS platform, ensuring alignment with RACGP's digital strategy, integration landscape, and non-functional requirements.
- Define and document scalable, secure, and future-ready solution architecture for the website and React-based member portal, including integration with CRM, identity, payments, and other enterprise systems.
- Architect and guide the implementation of personalisation capabilities, ensuring CMS and CRM integration supports data-driven, relevant member experiences.
- Act as the technical authority on modern web technologies, including React, headless/hybrid CMS patterns, API-first integration, and related cloud-based architectures.
- Provide technical oversight of vendors and delivery partners, reviewing or co-ordinating reviews of solution designs, security, performance, and adherence to engineering standards.
- Partner closely with Product, Business Analysts, Experience Designers, Content and the Project Manager to translate business and member needs into robust, maintainable technical solutions.
- Lead and evolve the design system implementation, ensuring consistent, high-quality UI patterns across website and portal experiences.
- Identify technical risks and dependencies early, providing clear recommendations and pragmatic solutions to support delivery.
- Contribute to RACGP's longer-term digital platform strategy, ensuring solutions are sustainable, extensible, and aligned to the broader Transformation roadmap.

- Remain hands-on when required, with a willingness and capability to contribute directly to code, review pull requests, and support complex implementation challenges to ensure quality and momentum are maintained.
- Comply with all relevant workplace policies and procedures.
- Other duties as required

Qualifications and Experience

Essential

- Hands-on experience implementing personalisation strategies through CMS and CRM integration to deliver segmented, data-driven user experiences.
- Significant experience (8–10+ years) in Solution Architecture or Technical Lead roles delivering complex enterprise digital platforms and website transformations.
- Strong understanding of modern web technologies, headless and hybrid CMS patterns, and front-end engineering best practices.
- Demonstrated expertise in modern CMS platforms (Umbraco highly desirable), including evaluation, selection, or implementation within enterprise environments.
- Strong experience architecting and integrating React-based front-end applications with CMS, CRM (ideally Dynamics 365), identity providers, and payment platforms.
- Proven capability in designing and implementing scalable, secure, API-first digital architectures within cloud environments (preferably Azure).
- Experience providing technical oversight of external vendors, including architecture reviews, performance optimisation, and security assurance.
- Demonstrated ability to facilitate technical and solution design workshops with senior stakeholders while confidently working through detailed architectural and implementation considerations.
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Desirable

- Experience leading or evolving enterprise design system implementations across web and portal environments.
- Experience operating within structured governance environments
- Experience in membership-based or complex stakeholder organisations.
- Experience with Umbraco

Your Relationships

Your role requires interaction with internal and external stakeholders including:

Internal:

- Digital and Technology teams including, Architecture, Development and IT
- Digital Experience and Web Services BAU teams
- Digital Transformation project teams

External:

- Design, development and migration vendors