

Position Description

Position Title	P&C Advisory Lead	Reporting to	Head of People Support
Business Unit	People and Capability (P&C)	Direct Reports	4
Classification	Level F	Date	April 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 & Capability (P&C) team plays a critical role in ensuring that the RACGP has a positive and inclusive culture, provides an engaging employee experience, and has the right people with the right capabilities to support, review and deliver on the RACGP vision and strategy within competitive and compliant frameworks.

The functions of the People & Capability Business unit include:

- People Support (workplace relations, industrial relations, HR administration, policy, process)
- Payroll
- Workplace Health and Safety
- Talent & Performance (talent acquisition and learning and development)
- Diversity & Inclusion
- HR business partnering
- Employee communications

Your Role

The P&C Advisory Lead is responsible for the People Support function and works collaboratively with the P&C business unit to provide efficient, timely, and accurate customer-oriented workplace relations advice to all RACGP employees. This role will act as a trusted business advisor focussing on providing a range of generalist human resources employment advice & guidance and offering people focused business solutions. This role is required to demonstrate strong technical HR knowledge and provide professional specialist HR/ER/IR advice when liaising with all levels of management and team members. This position reports to the Head of People Support, and works collaboratively with the Chief People Officer, HR Business Partner's and leads a small team of P&C Coordinators and a P&C Advisor.

Key Responsibilities

- Lead effective and timely case management of employee queries, employee relations and industrial relations matters.
- Lead and develop a team of P&C Coordinators and a P&C Advisor to ensure HR best practice processes and procedures.
- Act as escalation point for complex Advisory and Coordination matters managed by the People Support team.
- Lead workplace investigations, present findings and recommend outcomes.
- Advise line managers on industrial relations, employment relations and other generalist human resources matters
- Act as the subject matter expert to navigate complex risks to the College associated with external tribunals such as Fair Work Commission
- Anticipate, identify and mitigate risks for the RACGP in relation to IR/ER/HR issues.
- Develop, edit, and publish fit for purpose employment documentation, such as employment contracts, templates, policies, procedures, guidelines and checklists
- Oversee and contribute to job role analysis, scoping roles with line manager/Chief's and advising on job level classifications to ensure equity and consistency in the application of job levels and remuneration
- Manage employment variations processes by ensuring a compliant and consistent process and oversee the executive of these changes.

- Ensure advisory inbox queries are managed in a timely manner by P&C Advisor and Coordinators acting as the escalation point when required.
- Develop and maintain accurate data and reporting using HRIS (iChris), ensuring any issues are rectified in a timely manner
- Contribute to the development and delivery of department reporting on people analytics, metrics and delivering reports as required on workforce metrics
- Support strategic change management initiatives across the business, including participation change programs, projects and initiatives
- In conjunction with P&C leaders and team members contribute and support business unit initiatives that improve the employee experience and the services that the P&C team provide to the business
- Organise and lead the ongoing review and identification of improvements and implementation of policies, processes, and P&C collateral
- Support the Occupational Health & Safety Committee as required and any OH&S related initiatives and activities
- Work closely with the payroll team, creating a collaborative environment to communicate and resolve relevant leave queries, variations to employment and terminations as required
- Provide leave, remuneration advice to team members and line managers
- Ensure workplace health & safety standards are in place and act as a safety role model to ensure the safety of all people through appropriate anticipation, identification and mitigation of risks
- Ensure through your leadership approach that an inclusive working environment & culture thrives within the RACGP that focuses on outcomes for our employees that improve engagement, retention, development and productivity
- Develop talent and ensure diverse talent pipelines to provide succession candidates for all key leadership positions
- Comply with all relevant workplace policies and procedures.
- Other duties as required

Qualifications and Experience

Essential

- A tertiary qualification (Business Administration, Human Resources or a related discipline).
- Demonstrated experience in a specialist HR role at a Senior Advisor Lead level.
- Deep knowledge of workplace relations and associated risk and outcomes
- Exceptional planning and organising skills with strong attention to detail.
- Effective time management skills with the ability to handle multiple requests from different functional areas.
- Well-developed communication skills (both written and verbal).
- High level and demonstrated conflict resolution skills
- Ability to communicate with stakeholders at all levels
- Strong customer service focus with the ability to identify issues/problems in situations of ambiguity and a commitment to developing and implementing best-practice HR strategies.
- Ability to maintain a high level of accuracy and maintain confidentiality with information, both verbal and written with adherence to the Privacy Act
- Demonstrated curiosity and a commitment to life-long learning.
- Intermediate skills across the MS Office Suite.
- Demonstrated previous experience using a Human Resource Information System (HRIS).
- Satisfactory completion of a National Police Check may be required.

Highly Desirable

Prior experience working in a membership organisation and/or health and/or academia/education sectors.

Experience with various HRIS systems including chris 21/ichris

Health and Safety Representative Training (WorkSafe accredited)

Your Relationships

Your role requires interaction with internal and external stakeholders including:

Internal:

- Executive Team and Senior leadership
- RACGP managers
- RACGP employees

External:

- Salary packaging provider
- Superannuation entities
- WorkCover providers