

Position Title	Faculty Administrator	Reporting to	State Manager, Victoria Faculty
Department	RACGP Victoria	Direct reports	N/A
Classification	Level B	Employment Status	Full-Time or Part-time (0.6 - 1.0 FTE), Fixed Term 6 months
Position Number	TBA	Date	January 2021

## The Organisation

The Royal Australian College of General Practitioners (RACGP) is Australia's largest professional membership body for general practitioners (GPs). We represent over 41 000 members including urban and rural GPs, medical students and registrars.

The RACGP's mission is to support GPs in improving the health and wellbeing of all Australians, "Healthy Profession. Healthy Australia." We provide skills and knowledge assessment, educational training and ongoing professional development for practising GPs. We develop resources and guidelines, help GPs with issues that affect their practice, support research to link members with the latest advancements in the field and advocate on behalf of the general practice profession to set and maintain standards of high quality health care for Australians.

## 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 RACGP Victoria Team is the main point of contact for RACGP members and stakeholder in Victoria. The faculty 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 state level.
- Provide a forum for members to actively engage in RACGP activities and activities on behalf of the RACGP
- Promoting collegiality and pride in the profession
- Advocacy and leadership to promote the profession to key stakeholders
- Delivering education and collegial activities

The core work of RACGP Victoria includes:

- Responding to member enquiries and delivering local member focused services to RACGP members
- Advocating for the needs of RACGP members, their communities and the profession in Victoria
- Coordinating the delivery of the Fellowship examination and related activities in Victoria
- Delivering the RACGP Continuing Professional Development (CPD) program in Victoria
- Developing and delivering member activities included conferences, educational workshops, events and collegial & social functions (such as the Fellowship and Awards Ceremony).

## Your Role

The Faculty Administrator will provide administrative assistance for all Victorian Faculty activities, including but not limited to; CPD, Exams and Fellowship, faculty programs, member events and activities and Council and Committee activities.

Please note that the successful candidate will may be required to work a number of weekend days and occasional evening thorough out the year depending on the member activity/event.

## Key Responsibilities

- Respond to member enquiries (via telephone, email and/or in-person)
- Support the development, preparation and delivery of all Victoria Faculty activities.
- Provide administrative support to CPD, Exams and Fellowship, faculty programs, member events and activities and Council and Committee activities
- Work with the RACGP Victoria Faculty staff to identify and provide appropriate support.
- Participate in the RACGP Performance Review Cycle
- Deliver agreed Work Performance Goals – to be developed in conjunction with Manager.
- Other duties as required.
- Some of these responsibilities are delivered outside of normal business hours (i.e. evenings and weekends)

## Environment, Health and Safety

1. Complies with the College's OH&S policies and procedures
2. Takes reasonable care for the safety of his/her own health and safety and that of other people who may be affected by their conduct in the workplace
3. Seeks guidance for all new or modified work procedures to ensure that any hazardous conditions, near misses and injuries are reported immediately to the Manager
4. Participates in meetings, training and other environment, health and safety activities
5. Does not wilfully place at risk the health or safety of any person in the work place
6. Does not wilfully or recklessly interfere with or misuse anything provided in the interest of environment health and safety or welfare
7. Cooperates with the College in relation to activities taken by the College to comply with OH&S and environmental legislation.

## Your Relationships

Your role requires interaction with the following internal and external stakeholders:

### Internal:

- State Manager, RACGP Victoria
- Victoria Faculty staff

### External:

- Victoria faculty Council and Committees
- General Practitioners
- Medical Colleges, Universities and Regional Clinical Schools,
- DHHS and other Australian Government agencies,
- Suppliers such as printers, caterers etc.
- Sponsors
- Providers

## Key Selection Criteria

### Experience, Knowledge and Skills

#### Essential

- Excellent customer service and customer focused engagement skills.
- Demonstrated ability to plan and deliver multiple projects on different timeframes.
- Demonstrated ability to solve problems and take initiative.
- Experience providing administrative support to multiple business functions.
- Demonstrated experience working as part of a small team.
- Experience with webinar and teleconference systems
- Excellent verbal and written communication skills
- Computer literacy – familiarity with Microsoft Office suite of products and technical ability in the set-up of equipment.
- A National Police Check may be required

#### Highly Desirable

- Knowledge and experience with CRM software, electronic document management software
- Experience in health services administrative support functions
- Experience working in a health related or education related organisation.

## Qualifications

#### Essential

- Post-secondary qualification and experience in business support/administration

#### Desirable

- N/A

## Workplace Behaviours

In your role, you are expected to:

- Positively influence others
- Take initiative
- Focus on service
- Make effective decisions
- Be transparent
- Be respectful
- Be emotionally intelligent
- Be flexible and adaptive
- Strive for excellence
- Demonstrate integrity
- Be accountable
- Collaborate

## 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 Faculty 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: \_\_\_\_\_