

Position Title	Assessment Operations Administrator – Entry and Selection	Reporting to	AGPT Selection Lead
Department	Education Services	Direct reports	N/A
Classification	Level B	Employment Status	Full time fixed term contract to 26 July 2021
Employee 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 Assessment Operations department delivers a range of functions which contribute to the RACGP's objective of establishing and maintaining high standards of knowledge, experience, competency and skills in general practice. The department achieves this through the implementation of nationally consistent assessment to determine entry to training and educational programs, commencement onto and progress through pathways to Fellowship of the RACGP and attainment of Fellowship. There is a focus on academic leadership and standards in assessment and related program/project delivery. The department comprises the areas of Education Support, AGPT Selection, Fellowship Exams and Policy Compliance.

Department responsibilities include:

- Application of eligibility criteria to applications made by members to enter pathways, sit exams and progress toward Fellowship of the RACGP

- National implementation of RACGP education assessments, including:
 - Entry and Selection assessments
 - Candidate Assessment and Applied Knowledge Test (CAAKT)
 - Practice Experience Program Entry Assessment (PEPEA)
 - RACGP Fellowship examinations
 - Applied Knowledge Test (AKT), Key Feature Problem (KFP)
 - Clinical Competency Exam (CCE)
- National delivery of the Department of Health contract for Australian General Practice Training (AGPT) Selection
- Reporting to stakeholders including the RACGP Council of Censors, RACGP Advisory Council of Assessment, RACGP Expert Committee Pre-Fellowship, Department of Health and Training Organisations
- Handling and investigation of complaints, appeals and allegations of educational misconduct under the Fellowship Pathways policy framework, and provision of strategic policy advice in accordance with the policy framework

Your Role

Your position plays a key role in the provision of high quality administration of the RACGP's Selection and Entry assessments, ensuring the efficient and effective daily operations of the Assessment Operations and Assessment Development teams. There is a requirement to work after hours and/or at other RACGP locations, as necessary.

Key Responsibilities

1. Assist with administrative tasks related to the development and delivery of RACGP Selection and Entry and all related assessments, including the PEPEA and CAAKT
2. Assist with content development and management, including administration of item development, paper review process and remuneration for item writers
3. Assist with the logistics of workshops and meetings, including catering and travel arrangements for participants as required
4. Act as a primary point of contact within the team for candidate enquiries and internal escalations
5. Process special consideration requests in accordance with the approved Quality Management System procedure
6. Contact candidates and applicants as required by telephone and email
7. Maintain HPRM filings and monitor the relevant shared team inboxes
8. Maintain an up-to-date knowledge of relevant processes, FAQs and information guides
9. Assist with the maintenance of up-to-date information for internal stakeholders in relation to the procedures, developments and escalation information
10. Undertake additional tasks as directed by the relevant Lead or Manager within the Assessment Operations and Assessment Development teams
11. Attend and provide assistance during all RACGP examinations as directed by the Manager, Assessment Operations, including working after hours and/or at other RACGP exam locations as required
12. Participate in the RACGP Performance Review cycle
13. Deliver agreed Work Performance Goals – to be developed in conjunction with Manager
14. Other duties as required

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:

- Education Services division
- Fellowship Pathways division
- Other RACGP departments

External:

- Fellows/Members
- Training applicants
- Item writers
- Assessment/exam candidates
- Assessment delivery vendors
- Department of Health
- Regional Training Organisations

Key Selection Criteria

Experience, Knowledge and Skills

Essential

1. Excellent customer service focus with the ability to develop and sustain positive relationships with members and stakeholders
2. Excellent communication skills
3. Demonstrated experience in data entry and the use of Microsoft Office products
4. Ability to process financial payments
5. Ability to show initiative and understand the need for confidentiality and security of personal information and college IP
6. Ability to plan, organise and establish own work priorities to meet deadlines and with an ability to handle multiple tasks with competing priorities with ease
7. Ability to work effectively within a team environment and think independently
8. Previous experience in writing Standard Operating Procedures
9. Ability to respond to changing requirements and adjust priorities and plans accordingly

Desirable

1. Experience working in a member-based organisation
2. Proven experience in a similar administrative role or customer service background

Qualifications

Essential

- Completed Year 12

Desirable

- Post-secondary qualification in a relevant discipline

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 Assessment Operations Administrator – Entry and Selection 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: _____