

Position Description

Position Title	Workplace Relations Advisor	Reporting to	Workplace Relations Manager
Business Unit	People and Culture (P&C)	Direct Reports	N/A
Classification	Level E	Date	August 2025

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 & Culture (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 & Culture 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 Workplace Relations Advisor provides expert advice, guidance and support regarding all aspects of employee and industrial relations. This includes managing and supporting others to manage matters such as performance, misconduct, grievances, disputes, and enterprise bargaining. The role may represent the RACGP before external tribunals as required such as the Fair Work Commission, and works closely with internal stakeholders and legal to identify and manage employment-related risk.

With the support of the Workplace Relations Manager, a key focus of the role is building the capability of leaders to ensure compliance with employment obligations, optimise productivity and drive fair, consistent, and member-focused outcomes. Through coaching, policy development, training and continuous improvement of processes, the role helps ensure employment practices are legally compliant, aligned with organisational strategy, and reflective of RACGP's values and commitment to a safe, inclusive, and high-performing workplace. This position works collaboratively with the P&C business unit and people leaders.

Key Responsibilities

Under the oversight and supervision of the Workplace Relations Manager:

- Lead the effective and timely resolution of employee queries and workplace relations matters.
- Identify and mitigate workplace relations risks, including both employee and industrial relations matters.
- Lead workplace investigations, present findings, and recommend outcomes.
- Act as a subject matter expert (SME) in workplace relations, providing complex advice and guidance to the P&C team, line managers, and employees on statutory, EA and policy interpretation.
- Identify, develop, and deliver workplace relations training for managers and employees, covering topics such as performance management, EA interpretation, and grievance handling, ensuring content is current, compliant, and engaging (with support of Workplace Relations Manager).
- Manage external employment-related disputes, including responding to matters before the Fair Work Commission and other bodies, representing the RACGP at conciliation and early dispute resolution stages, coordinating submissions, and liaising with P&C, people leaders, and Legal as required.
- Constructively engage with National Tertiary Education Union (NTEU) as required.
- Contribute to internal reporting on current and emerging disputes, trends, and risks.
- Monitor, analyse, and advise on workplace relations trends, legislative changes, and enterprise agreement obligations, identifying risks and opportunities.
- Support bargaining of enterprise agreements as required.
- Support the P&C business unit to ensure compliant processes, including but not limited to anti-discrimination, privacy, workplace surveillance and employment law requirements.
- Conduct ongoing review and improvement of HR processes, policies, and P&C collateral.
- Assist to develop and maintain dashboards, reports, and visualisations to effectively communicate workplace relations data and insights.
- Contribute to the maintenance and development of fit-for-purpose employment documentation, including contracts, templates, policies, and checklists.
- Conduct workplace relations projects and initiatives.
- Collaborate with Payroll on leave queries, employment variations, and terminations as required.
- Support strategic change initiatives, including organisational change programs and projects.

- Undertake job role analysis and advise on job level classifications to ensure equity and consistency in remuneration.
- Support health, wellbeing, and rehabilitation initiatives as required.
- Assist the People Support Lead to coach and guide P&C Coordinators as potential successors for the Workplace Relations Advisor role.

Qualifications and Experience

Essential

- A tertiary qualification (Business Administration, Human Resources, Law or a related discipline).
- Experience managing complex workplace relations matters.
- Strong written and verbal advocacy skills.
- Ability to conduct external disputes and representing employer at early dispute resolution stage before bodies such as Fair Work Commission.
- Excellent 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) and the ability to communicate with stakeholders at all levels of the business.
- Ability to maintain a high level of accuracy and maintain confidentiality with information, both verbal and written, in line with privacy obligations.
- Demonstrated curiosity and commitment to life-long learning.
- Intermediate skills across the MS Office Suite.
- 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 chris21/ichris.

Your Relationships

Your role requires interaction with internal and external stakeholders including:

Internal:

- People Business Partners.
- People Support Lead
- P&C Coordinators
- Payroll
- RACGP managers
- RACGP employees

External:

- Fair Work Commission and other tribunals
- National Tertiary Education Union (NTEU)